Muhammad

Work Objective

To obtain a position where my skills acquired during my work experiences, on job trainings, and formal education would be of value to your company or establishment. The ideal position would include personal contact with the public and steadily increasing personality.

Present Job

**Front Desk Agent**

**Beach Rotana Abu Dhabi**

**March 23rd, 2014 – Present**

* Maintain an up to date knowledge of the Hotel and local services and communicate this to subordinates so they can supply information and respond to Guest queries.
* Maintain an awareness of Guest profiles through Opera Guest profile system.
* Ensure the Front Office Manager is kept fully aware of any relevant feedback from either customers or other departments
* Deal with any complaints, take action where appropriate and communicate this to the Front Office Manager and immediate Supervisors
* Provide prompt, courteous and efficient service to all guests, so as to achieve a high level of customer satisfaction through personalized service from arrival till departure.
* Ensure guests are personally greeted by name, if known and escorted to their room to make them feel expected and welcomed.
* Conduct in room & hotel familiarization and assist guest in hotel activity inquiries / requests.
* Maintain an up to date knowledge of hotel information and local services, including operating hours, promotions, events, attractions and any allied information to respond to guest queries.
* Maintain an awareness of rate levels to be sold on a daily basis and the occupancy levels.
* Accurately administer Front Desk cashiering standards and comply with all laid down systems, policies and procedures.
* Process accounts from check-in to check-out, ensuring accurate postings of all incidental charges using computerized Front Office systems.
* Maintain the privacy of all guests by ensuring that no details of the guests are disclosed.
* Demonstrate a complete understanding of the hotel’s policies, procedures and service standards and have full knowledge of the hotel facilities and happenings.

**CROSS TRAINING**

**Front Desk Supervisor**

**Beach Rotana Abu Dhabi**

29th Nov, 2015 – 29th Feb, 2016

* Supervise daily shift process ensuring all team members adhere to standard operating procedures.
* Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
* Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
* Prepare operational and financial records for Manager to review.
* Evaluate the performance of associates and provide appropriate feedback.

**Sales Coordinator**

**Beach Rotana Abu Dhabi**

**Business Development/Sales Department**

28 Aug, 2015 - 21st Nov, 2015

* + Managing all the sales related activity of the company.
  + Writing up accurate and grammatically correct sales correspondence.
  + Effectively communicating with guests in a professional and friendly manner.
  + Supporting the field sales team.
  + Organizing sales promotional campaigns.
  + Completing the administrative needs of the Sales Department.

Work Experience

**Guest Service Agent**

**Movenpick Hotel & Towers**

01st January 2014- 15th March 2014

* Dealing directly with guests either by telephone, electronically or face to face.
* Perform accurate check-ins and check-outs of guests.
* Engage each guest as a unique individual and listen attentively to their requests.
* Perform accurate check-ins and check-outs of guests daily.
* Post all charges to the room folios as soon as they are received
* Make reservations over the phone and in person.
* Run daily reports to check reservations for accuracy and identify any special requests.
* Anticipate and address guest’s service needs.
* Listen to guest’s complaints or concerns and resolve their issue in a timely manner.
* Promote a safe working environment.

**Star Guest Response Agent**

**Sheraton Hotel & Towers**

12th April 2012 – 31st December 2013

* Focus on maintaining efficient resolution and performance expectations while delivering optimal guest service levels.
* Process arrival, reschedule, cancellation and refund requests within departmental guidelines.
* Identify escalated guest issues that require management intervention or action.
* Provide guest feedback to department leaders that inform of trends or guest comments that surface as areas of concern or have potential for improvement.
* Document all conversations by inserting notes into the customer data base in a thorough and timely manner.

**Customer Service Representative**

**Warid Telecom Pvt LTD**

11th December 2009 – 07th October 2011

* To handle all customers in accordance with the established customer Handling standards and SOP's.
* To remain apprised on all current policies, procedures, promotions, products and value added services offered by the company.
* Ensure proper behavior/discipline/grooming/punctuality as per the requirements and image of the company.
* Identify, research, and resolve customer issues using the computer system.
* Initiates required action for response to customer service requests for order changes, including the maintenance of order/customer information files and communicates changes to the appropriate personnel/department.
* Document all conversations by inserting notes into the customer data base in a thorough and timely manner.

Educational Background

2010– 2014 **University Karachi-Pakistan**

**B.Com (Bachelor of Commerce)**

2011– 2012 **Pakistan Institute of Tourism & Hotel Management**

**Hotel Management in Customer Services**

2008- 2010 **Aisha Bawany Government College**

**Intermediate in Computer Science**

Karachi-Pakistan

2008 **Shaheen Secondary School**

**Matriculation in Computer Science**

Karachi-Pakistan

Seminars and Trainings

2014- 2016 **Rotana Trainings**

Beach Rotana Abu Dhabi

* + - * **Leadership Training**
      * **Impress Your Guest**
      * **On Job Training (OJT)**
      * **Destination Leadership (DL)**
      * **Managing Colleague Development (MCD)**
      * **I’m Rotana**
      * **Managing your Career**
      * **Connecting You**

Computer Skills

* + - * **Microsoft Office Applications** (Advance User)
      * **Adobe Photoshop** (Advance User)
      * **Opera (Property Management System)** (Advance User)
      * **Virgin Atlantic Ticketing & Reservation Applications** (Advance User)
      * **Amadeus IT Group Applications** (Advance User)
      * **Entire Tec Software** (Advance User)
      * **Auto Cad 2D & 3D** (Inter User)

Honors & Awards

* *Got Appreciation Award from Beach Rotana Abu Dhabi for my outstanding performance.*
* *Awarded GEI (Guest Experience Index) Award from Sheraton Hotel and Towers Karachi for my outstanding Performance.*
* *Got Appreciation Award from Warid Telecom (Pvt LTD) for my outstanding performance.*

Personal Information

**Date of Birth:** Jan 15, 1990

**Civil Status:**  Single

**Religion:** Muslim

**Nationality:** Pakistani

**Language:** English, Urdu & Arabic

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