**** [**MUHAMMAD.365975@2freemail.com**](mailto:MUHAMMAD.365975@2freemail.com)

NOTE: Please evaluate each skill of the language known (**Written, Spoken, Understanding**) within the scale

from 2 to 5 and mark with + or any other relevant sign on the opposite side of each language.

|  |  |
| --- | --- |
| 2 - Average, not at ease communicating | 3 - Good, can have a basic discussion |
| 4 - Pretty fluent, comfortable and at ease | 5 - Fluent, with excellent vocabulary |
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| LANGUAGE | **Written** | | | | **Spoken** | | | | **Understanding** | | | |
|  |  | | | |  | | | |  | | | |
|  | **2** | **3** | **4** | **5** | **2** | **3** | **4** | **5** | **2** | **3** | **4** | **5** |
| English |  |  |  | **+** |  |  |  | **+** |  |  |  | **+** |
| Hindi |  |  |  | **+** |  |  |  | **+** |  |  |  | **+** |
| Tamil |  |  |  | **+** |  |  |  | **+** |  |  |  | **+** |
| Arabic |  | **+** |  |  |  | **+** |  |  |  |  | **+** |  |
| Portuguese |  |  |  |  |  | **+** |  |  |  | **+** |  |  |
| French |  |  |  |  | **+** |  |  |  |  | **+** |  |  |
| Russain | **+** |  |  |  |  | **+** |  |  |  |  | **+** |  |

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| **ADDITIONAL INFO** |  | | |
| Computer Level | Basic | Medium | Advanced |
|  |  |  | **+** |

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| **EDUCATION-Institution** | **Specialization** | **Duration** | **Year /City/ Country** |
| Annai college of hotel management and catering science | **FRONT OFFICE** | **ACADEMIC**  **DEGREE** | **2006 / CHENNAI / INDIA** |

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| **WORK EXPERIENCE** | |
| Position | **SENIOR FRONT OFFICE EXCUETIVE** |
| Company’s name | **FLORA GROUP OF HOTELS** |
| Period / City / Country | **SEPTEMBER 2017 to Current/Dubai/ UAE** |
| Responsibilities | * **Supervise and oversee all the duties performed by all employees of front office**. * **Make sure that all employees complete their essential tasks before leaving.** * **Discipline, counsel and coach employees if necessary, using proper techniques and documentation.** * **Responsible for daily monitoring and proper training of all service levels provided by employees and guests.** * **Responsible for monitoring and supervising that all employees follow proper cash handling procedures.** * **Maintain and monitor proper front office operational supplies.** * **Maintain hygiene and organization of front desk, back office and front desk closet.** * **Ensure accuracy of rooming lists, groups, arrivals, amenities, etc.** |

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| **WORK EXPERIENCE** | |
| Position | **FRONT OFFFICE ASSISTANT** |
| Company’s name | **RIVERA HOTEL DUBAI ( U.A.E )** |
| Period | **AUGUST-2012** |
| **WORK EXPERIENCE** | |
| Position | **SEINOR FRONT OFFFICE ASSISTANT** |
| Company’s name | **FLORA GROUPOF HOTELS ( U.A.E)** |
| Period | **2013 TO TILL DATE** |
|  |  |

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| **COMPUTER SKILLS** | | |
| Operating systems  Hotel Management Systems  Tourism and Police entry systems | **MS OFFICE ( Excel , word , Power Point )**  **Internet Browsing and E-mailing** |  |
| **Hosnet , Winhms , hotelier etc**  **Basic Knowledge (opera)** |  |
| **U.A.E Police data entry both Arabic and English**  **D.T.C.M Reports maintaining and Night auditing** |  |

**DECLARATION**

I hereby declare that the above mentioned details are true and correct to the best my knowledge and belief.

**MUHAMMAD**