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|  |  |  **RIZVIE****RIZVIE.366535@2freemail.com**C:\Users\Vaio\Desktop\My pic.jpg**Professional Summary**Multifaceted Assistant Front Office Manager skilled in basic hotel and resort management procedures. Adept at guest relations and resolving customer service issues as quickly as possible. Specialize in anticipating needs as much as possible to minimize guest complaints and inconveniences.**Core Qualifications**• Admirable experience managing front office staff • Adept at greeting guests and performing basic check-in duties • Solid understanding of common hotel guest relations procedures • Excellent problem solving skills and ability to stay calm under pressure • Familiar with MS Office and software applications needed to prepare reports • Ability to work well with others and delegate authority when required |
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| **☞Asst. Front Office Manager**AL GASSAR RESORTS (A 5 Star resort Managed by The St. Regis Doha)  DOHA QATAR 2012 - 2017* Ensuring and providing flawless, upscale, professional and high class guest service experiences
* Analyzing customer feedback and providing strategic direction to continuously improve overall rating
* Responding to guests needs and anticipating their unstated ones
* Ensure and provide flawless, upscale, professional and high class guest service experiences
* Analyze customer feedback and provide strategic direction to continuously improve overall rating
* Respond to guests needs and anticipate their unstated ones
* Expect and react promptly to guests’ requirements and inquires
* Actively listen and resolve guests’ complaints
* Oversee and coordinate all arrivals and departures of special guests (VIPs, SAs etc)
* Coordinate and manage communication between guests and staff and follow up to ensure complete service recovery
* Promote all amenities, conveniences and programs offered
* Direct, coach and manage guest relations team to ensure all standards and operating procedures are adhered to
* Appraise team’s performance and produce reports
* Examine activities logbook, assign tasks appropriately and implement control schedule daily

**☞ Front Office Supervisor** WEST CRAG HOSPITALITY GROUP 2011 - 2012 Lyon France**☞Front Office Supervisor** SILVER HARBOUR (pvt) LTD 2008 – 2011Hong Kong, • Assisted with guest registrations as necessary.• Conducted interviews with potential new hotel staff.• Oversaw front office staff and ensured proper shift staffing.• Trained new front office staff and concierge staff.• Coordinated with cleaning and maintenance staff to ensure that all rooms were clean.**Professional Qualifications*** + **CERTIFIED AUDITOR ISO 9001- 2008 / 9001 -2015**
	+ **ADVANCED DIPLOMA IN BUSINESS MANAGEMENT**
	+ **ADVANCED DIPLOMA IN HOTEL & TOURISM MANAGEMNT**
	+ **DIPLOMA IN INFORMATION TECHNOLOGY**
	+ **ADVANCED DIPLOMA IN ENGLISH LANGUAGE AND LITERATURE**

**Educational Background****Secondary Education*** Passed the GCE Ordinary Level Examinations(London Syllabus)
* Passed the GCE Advanced Level Examinations (London Syllabus)

**Training Profile (Completed / Attended)*** Training For building high performance skills
* Quality Engineering Management System (Sky Horizon)
* A FBM Material Management system
* Audit Revision for ISO 9001: 2015 and ISO 14001
* Les Clefs D’or International Workshop Training
* Cultural Indulgence Ambassadors by Qatar Museums Authority (QMA)

**Technology & Language Proficiencies*** MS Office (Word, Excel, PowerPoint); POS & Inventory Systems
* Internet & Email
* QEMS
* SKY SOFT FOS
* CRM (Customer Relationship Management)
* Opera & Fidelio

**Foreign Languages*** English (Fluent)
* German (Basic)
* French (Basic)
* Arabic (Moderate)
* Hindi (Moderate)
* Cantonese (Basic)

**I hereby certify that the above mentioned particulars are true and accurate to the best of my knowledge.** |
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