CURRICULAM VITAE

****

**ALLAN**

[**ALLAN.366643@2freemail.com**](mailto:ALLAN.366643@2freemail.com)

**ATTITUDE**: **Never says sorry for the Responsibilities in the Related Area.**

**OBJECTIVE**:

A position that will provide opportunities for career advancement, highly competitive compensation package commensurate to professional qualification and gateway to the application of management skills. To pursue post and special courses that will equip me with the necessary skills in my field of professional that would absolutely be benefited the company as a whole.

**GROOMING**

* Ensure that on duty has to be properly groomed
* Uniform should be worn properly well ironed.

***OPERATION***

* Develop detailed knowledge about the hotels staff, service and hours of operation.
* Handle check in / outs efficiently and in a friendly, professional manner.
* Familiar with the food and beverage outlet Promotions.
* Familiar in handling Business center operations.
* Familiar with the Airline Reservation and Ticketing.
* Professional Service for Airport picks up and drops off.
* Professional Service for City information and tours.

MANAGEMENT ADMINISTRATION

* Department management with direct control of up to 15 personnel
* Dealing with short term & long term guest issues
* Preparing & presentation business promotion and standards of the hotel
* Managing a team of multi-skilled staff employed on diverse teaching programmers.
* Involved in quality and heath safety section of operation plan.
* Carrying out regular hotel visits to monitor staff progress and training delivery.
* Team leading and motivating to build cohesive teams and achieve objective and targets
* Liaising with team and management on both a formal and informal basis.

**EXPERIENCE**

**1. Al Jahra Copthorne Hotel & Resort Kuwait by Millennium Group**

**Position: -Bell Captain “July 2014 to Present”**

|  |
| --- |
|  |

**DUTIES RESPONSIBILITIES:**

* Responsible for all Bell Service activities such as luggage service upon guests’ check-in and check-out, luggage storage, message service, and information service and other related tasks.
* Extent assistance to guests and patrons alike.
* Conduct and assist in the proper training of all Bell Service staff.
* Supervise, check and record storage of guest luggage in the baggage storeroom on a daily basis and ensure that it is within the Luggage Storage guidelines.
* Supervise the daily posting and updating of the Events Board in the lobby in co-ordination with Catering and F&B Office.
* Monitor and help guests on the guest transportation bookings, especially promote hotel transportation to maximize transportation revenue.
* Help to arrange mail service, film development, or other duties requested by guests.
* Ensure the proper distribution of the daily newspapers to all in house guests, especially for VIPs and long staying guest.
* Ensure guests messages, faxes are passed to guests, or delivered to guest- room immediately and accurately.
* Responsible for obtaining update town information regarding places of interests in Shenzhen and other similar spots intended for tourists.
* Provide information of customs and Immigration Regulations of Shenzhen in particular, as well as related forms for immigration at concierge desk.

1. **Le Meridian Abu Dhabi, U.A.E**

**Position: -Bell Captain “Feb 2007 to April 2011”**

* Responsible for the daily roster under the jurisdiction.
* Perform other duties be assigned by the Front Office Manager, Assistant Manager or other concerned hotel officers.
* Always concern energy and environment conservation issues in the daily work.
* Perform all duties, other than the above as requested by hotel policies and/or his/her direct supervisor
* Monitor and help guests on the guest transportation bookings, especially promote hotel transportation to maximize transportation revenue.
* Help to arrange mail service, film development, or other duties requested by guests.
* Ensure the proper distribution of the daily newspapers to all in house guests, especially for VIPs and long staying guest.
* Ensure guests messages, faxes are passed to guests, or delivered to guest- room immediately and accurately.

**3 The ITC Mughal (A Luxury Collection Hotel), Agra, India Position:-Bell Boy** **Jun”2004 – Nov”2006**

* Perform all duties, other than the above as requested by hotel policies and/or his/her direct supervisor
* Monitor and help guests on the guest transportation bookings, especially promote hotel transportation to maximize transportation revenue.
* Help to arrange mail service, film development, or other duties requested by guests.
* Ensure the proper distribution of the daily newspapers to all in house guests, especially for VIPs and long staying guest.
* Supervise, check and record storage of guest luggage in the baggage storeroom on a daily basis and ensure that it is within the Luggage Storage guidelines.
* Supervise the daily posting and updating of the Events Board in the lobby in co-ordination with Catering and F&B Office.
* Monitor and help guests on the guest transportation bookings, especially promote hotel transportation to maximize transportation revenue.
* Help to arrange mail service, film development, or other duties requested by guests.
* Ensure the proper distribution of the daily newspapers to all in house guests, especially for VIPs and long staying guest.

**CERTIFICATE OF ACHIEVEMENT**

* **Feb-2005:**- Successfully Participated the “***Civil Defiance Training’*** Programmed for ITC MUGHAL,AGRA

* **Feb-2010:**- Successfully Participated the “***The Environmental Health Consultancy”*** Programmed for **Le Meridian Abu Dhabi**

* **Dec-2014:**- Successfully Participated the “***Welcome to Our World’*** Programmed for Millennium Hotel and Resorts Kuwait.

**LANGUAGE KNOWN**

* **Language** : **English, Hindi, Marathi**

**HOBBIES**

* **Traveling, Ridding Bike & Shooting**

I hereby declare that all the information is true to the best of my knowledge.