

**Mansoor**

Bur Dubai , Dubai, U.A.E

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**Visa Status : On Visit Visa from 30.09.2017**

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**Front Office -Executive**

Professional Summary:

Dedicated , hard working and knowledgeable Front office Executive having more than 5 Years of extensive experience in the hospitality sector in streamlining Front desk/office, Administration, Guest Service, Night Auditing, Supervision, Cash Handling, Customer Service, Room division, Room Reservation, Room Inspection, Ensuring Staff grooming & handling special guests Request and Conflict resolution.

Skills and Abilities

* Adaptability.
* Professional & Friendly Services to all customers.
* Staff Management

* Organization skills.
* Front office operations
* Administration
* Guest Service/Relations

**Professional Experience:**

**M/s Star Suites – Mumbai** **July 2014 – Sept 2017**

Managed By: Jaideep Exhibitors & Hotels Pvt. Ltd. Mumbai

**Senior Front Office Executive**:   
 Roles and Responsibilities:-

* Ensuring all employees are properly trained and knowledgeable to provide excellent guest service.

* Prepared daily cash log and night audit report.
* Ensure payment for all reservations made through electronic channels.
* Resolving complaints from guests regarding reservation and other related matter.
* Promote hotel services and facilities.
* Resolving queries , questions pertaining to hotel rates, promotions , room availability.
* Responsible for tracking , updating hotel information for new or existing hotels in the sector.
* Performed duties of Revenue and Reservation Manager.
* Complies with hotel safety, health and hygiene policy.
* Perform any other duties as assigned by management.
* Oversaw the daily activities of the property as a duty manager.

**Achievements:**

* Created a business link opportunities in companies like BBC , Endemol , Wizcraft.
* Handled 350 + guests check in in my shift.
* Handled guests of Indian National TV shows such as Indian Idol , India Got Talent, Dance India Dance , Saregamapa.

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Professional Experience ( continued )

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**M/s Star Suites – Mumbai** **April 2012 – June 2014**

Managed By: Jaideep Exhibitors & Hotels Pvt. Ltd. Mumbai

**Front Office Executive :**

Roles and Responsibilities:-

* Greet and welcome all guests .
* Maintained optimal room position & occupancy to generate maximum revenue.
* Performed check in and check out activities of guests during my shift.
* Coordinated with travel agents and sales offices in connection with guest reservation.
* Handled guest complaints and request in professional manner.
* Prepared night audit, daily occupancy and variance reports.
* Notify housekeeping dept. off all early check in , check outs , requests.
* Performed other duties as requested by management.
* Maintain the cleanliness and neatness of the front desk area at all times.
* Monitor office supplies and place necessary orders as required.
* Maintain and keep updated records and files.

**Achievements:**

* Handled and arranged accommodation for guests in overbooked situations.
* Handled 350+ guests check in and check out.

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**Academics:**

Masters in Business Administration ( MBA- Finance ) - ITM - Mumbai 2015 - 2017

Masters in Commerce ( M.COM ) - Mumbai University. 2012 - 2014

Bachelor of Management Studies ( BMS ) - Mumbai University 2009 - 2011

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**Other Accomplishments:**

* Diploma in Fire & Safety.
* Arabic Beginners Course.

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**IT Skills:**

Well versed with Windows MS Office, ( Word , Excel , Adv. Excel , Power Point ) & Internet Application.

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**Personal Details & Languages Known :**

Age - 26 Years. English - Fluent ( speaking ,reading, writing ).

Gender - Male . Arabic - Beginner ( Speaking ).

Nationality - Indian.

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