

**Saifi**

**Email:** **saifi.387547@2fremail.com**

**Objective: -**

Inspired to achieve exceptional results in operating hotels with my ability to blend the superior science of hotel management with the art of professionalism of hospitality. Highly motivated to work in a successful hotel chain which offers continuous opportunities to evolve and grow as a strong and successful manager while building an efficient team.

.**PROFILE / KEY SKILLS**

* A seasoned Hotel/Service industry professional with comprehensive experience of over **18+ years in managing Administration, operations, sales, hotel projects with reputed group of hotels.**
* Strong background in designing and implementing innovative sales strategies to generate fresh business opportunities and maximize market share.
* Natural flair for **building relations, customer service** and proven abilities in achieving optimum level of customer satisfaction. Adapt at **attaining service deliverables** and experienced in team management & improvement in efficiency of operations.
* Focused and hardworking, with excellent professional credentials; self motivated and team oriented; willing to go the extra mile, effective team player with excellent communication and inter-personal skills. Thrive on challenges and quickly adapt to new environments and responsibilities.
* Excellent communicator with exceptional talent for problem solving through reasoned thought processes, as attested to by a track record for client loyalty and employer satisfaction.
* Technology savvy, SAP and computer literate; proficient in the use of Microsoft Word, Microsoft Excel, Microsoft Power Point and possesses knowledge of, Fidelio 6.8 and Micros and IDS software used in Hotel Industry.

**Core Competencies**

*Relationship Management❖ Operations Management ❖ Resource Optimization ❖ Revnue Managment❖ Coordination Strategic Management ❖ Budgeting/ Cost Control s ❖ Team Management*

***Professional Experience:* WORKED WITH (CARNELIAN BY GLORY BOWER HOTEL,MUSCAT ,OMAN)**

 Position **: Room Division Manager** – 15th Aug,17-30th Sept,18

**Current Company Profile**: **Carnelian By Glory Bower ,Muscat**. has defined a benchmark of fine living and has expressed high standards in the art of hospitality in Muscat has retained the spirit and charm of the traditions of India and has blended these with the latest technology that the industry has to offer.

**Company Profile**: Apple Tree by Magirics,,NCR. has defined a benchmark of fine living and has expressed high standards in the art of hospitality in Ghaziabad.It has retained the spirit and charm of the traditions of India and has blended these with the latest technology that the industry has to offer.

 **Operations Manager (Apple Tree By Magirics,NCR,Nodia ). 101 Rooms, A 4 Star hotel.**

Duration in the company: 1st April 16-1ST Aug 17

***Professional Experience:* WORKED WITH PARK ASCENT HOTEL**

**Current Company Profile**: Park Ascent ,Noida has defined a benchmark of fine living and has expressed high standards in the art of hospitality in Noida.It has retained the spirit and charm of the traditions of India and has blended these with the latest technology that the industry has to offer.

|  |
| --- |
|  |

**Position: Front Office Manager (Park Ascent Hotel ,Noida).151Rooms, A 4 Star hotel.**

Duration in the company:  June’2012 –31st March 2016

Functional Experience:

***Operations***

* Looking after all key aspects – Vendor Finalisation, Staffing, all hotel operational material finalisation, Website designing, laying out all Policies & procedures etc.
* Ensuring the smooth running and efficient management of all departments of the Hotel in a cost effective manner..
* Daily meeting with In-house & walk-in guests to ensure their stay is comfortable.
* Identifying market needs and devising strategies to generate more revenues.
* Ensuring that the highest productivity levels are achieved for each division and improving operational workflow and service quality.
* Working with accordance to annual budgets, setting targets and formulating department goals and strategies.
* Developing and implementing procedures, control systems for maintaining hygiene and quality standards and develop and maintain Operations Manual reflecting all policies and procedures.
* Co-ordinating with F&B Team and coordinating with guests and promptly attending to their needs for their utmost satisfaction.
* Directing and coordinating the activities of all staff engaged in cleaning and maintaining hotel premises.
* Liaising with Administration Department pertaining to all out-going bills / statements and communicate all payment status to the Accounts, Administration.

***HRD & Training***

* Conducting routine operation inspections and supervision of the operations team.
* Manpower reviews and planning, recruitment and promotions.
* Training, motivating, counselling and supervising the hotel staff.
* Objectively implementing performance measurement systems for all staff.

***MIS***

* Preparing/Verifying monthly operational / inventory reports for the management and reporting to the COO & MD on a regular basis.

***Customer Relationship Management***

* Developing and maintaining good rapport with existing corporate clients, new clients and local authorities.
* Handling corporate clients’ complaints tactfully and resolve the same quickly ensuring that there is no negative publicity.
* Ensuring high quality of services, resulting in customer delight and optimum resource utilization for maximum service quality.
* Implementing professional manners: speech, behaviour and actions at anytime in the Hotel or outside the Hotel on official business.

 **Profile – 3:**

**Position:   Front Office Manager (VITS ,Shahibabad Ghaziabad).151 Rooms a Premium Business Hotel**

Duration:   Oct 2011 till June ’2012.

**Profile – 4:**

**Position:   Front Office Manager (Radisson Jass- Shimla).64 Rooms a Five Star Hotel at foot of scenic Himalayas**

Duration:  June ’2011 to Sept’2011

**Profile – 5:**

**Position: Lobby Manager (Jaypee Residency Manor ,Mussoorie).135Rooms a Five Star Hotel in the lap of nature with the panoramic view of mighty Himalayas.**

Duration:   Feb’08 to June’2011.

**Profile – 6:**

**Position:  Assistant Front Office Manager (Dubai Concorde Hotel & Apartments,Dubai-UAE)174 Rooms,located in the heart of city.**

Duration: March 06 to Jan 08.

**Core Responsibilities:**

• Handling new project openings & ensuring smoothness of operations for initial set up. Ensuring perfect coordination between all the departments and maintaining the smoothness of operations at all times. Defining, implementing and maintaining the highest standards of guest service. Maximizing revenues and controlling costs. Leading team with motivation and productivity. Ensure talent efficiencies and welfare are managed in the highest order. Create a Team ethic whereby you are leading by example. Actively manage the financial statement, reviews and critiques performance in a timely fashion. Educate the process to all members of the management team. Closely monitor solicitation and booking activity through the sales reporting process and periodical spot checks. Fully utilize and follows through a guest comment programs. Responds quickly to deficiencies and takes corrective action. Ensure good safety practices of employees and guests assisting in the maintenance of proper emergency and security procedures. Develop accurate and aggressive long-and short-range financial objectives consistent with the company's mission statement.

**Profile – 7: Night** **Manager(Dubai Concorde Hotel & Apartments,Dubai-UAE).**

**Position:   Night Manager**

Duration:   Feb 05 to March 2006

Location: Dubai Concorde Hotel & Apartments, Dubai
***Job Profile****:*

* Complaint Handling
* Organizing Tours for Guests.
* Preparing of Monthly Reports & sending to the corporate office.
* Assisting Front Office Manager / Duty Manager in day to day operations.
* Handling Reception & Calls.
* Handling Reservations, Check in’s and Check out.
* Group Handling.
* Exchange of Foreign Currency
* Interacting with guests to get their feedback.
* Complete knowledge of Fidelio.
* Working Knowledge about MS Word, MS Excel, Power point & Internet.

**Profile – 8: Hotel ,Jaypee Palace,Agra (U.P.)350 Rooms a,Five Star Deluxe Hotel and one of biggest convention centre of North India.**

 **Position:   Hospitality Supervisor**.

 Duration:  Jan 03-Jan 05.

***Job Profile****:*

* Assisting Duty Manager / Lobby Manager in day to day operations.
* Handling Reception & Calls.
* Handling Reservations, Check in’s and Check out.
* Group Handling & Travel Agents.
* Exchange of Foreign Currency.
Interacting with guests to get their feedback., Complete knowledge of Fidelio.

**Profile – 6: Hotel ,Sagar International,Lucknow (U.P.) 64 Rooms A Four Star Hotel in the heart of the city**

 **Position:  Front Office Executive**

 **Front Office Assistant.**

 Duration:  May’98—Dec 02.

***Job Profile****:*

* Assisting Duty Manager / Lobby Manager in day to day operations.
* Handling Reception & Calls.
* Handling Reservations, Check in’s and Check out.
* Group Handling & Travel Agents.
* Exchange of Foreign Currency.
Interacting with guests to get their feedback.
* MS Excel & Internet.

***Educational Qualification:***

1. Passed Bachelors of Hotel Management – 3Yrs Degree Course from DAVV University - Indore, in Year 1998
2. Diploma in International Airlines Travel & Tourism –Trade Wings Institute of Management, Lucknow
3. 10+2 (Intermediate) from U.P.Board with PCB main subjects.
4. 10th (High School) from I.C.S.E Board.