

**FAIK**

Nationality : Indian

Current Location : Dubai

Visa Status : Visit Visa (3 months)

Email Id : faik.374179@2freemail.com

# Objectives

To carve a niche for myself in the industry that will allow me to enhance and utilize my skills. To work within an environment in a position which would prove challenging to me and worthwhile to my employer. A dynamic, results-oriented **Senior Front Desk Associate** offering focused leadership to drive service standards, sales and profitability in highly competitive markets. Noted for outstanding communications skills, both with guests and staffs, resolve problems quickly and equitably to ensure happy guests and happy employees.

**Work Experience**

**HOTEL SAFEER SUITES (MUSCAT):-** 25thJun2013 – 15thMarch2017

**(SR. RECEPTIONIST)**

# Job Description:-

1. Ensure that every phone call is handled in a courteous and professional manner and that all visitors are appropriately attended to.
2. Ensure the efficient processing of incoming and outgoing mails as it regards the premise.
3. Ensure that the entry desk premises are kept tidy and clean at all times. Ensure the maintenance of the front office, lobby, staff area, and board room.
4. Responsible for checking the state of stationery and equipment in the reception area and if found to be malfunctioning, the maintenance personnel should be informed to fix it.
5. Provide support, mostly administrative to other members of staff according to the directives of the manager.
6. Maintaining records which are kept properly so that they can be easily retrieved for review when needed by relevant personnel.

**FAMILY BUSINESS:** 15thDecember2011­- 20thApril 2013

**(SUPERVISING & STORE HANDLING)**

# Job Description:-

1. Monitors stocks of ingredients and food items.
2. Stores and rotates all products properly.
3. Ensures that all items meet or exceed food safety standards.
4. Maintain receipts, records.
5. Handling staff requirement and needs.

**HOTEL KOHINOOR PARK: -** 09th October2009 – 10thNovember2011

**(RECEPTIONIST)**.

# Job Description:-

1. Dealing with bookings.
2. Completing procedures when guests arrive and leave.
3. Choosing rooms and handing out keys.
4. Preparing bills and taking payments.
5. Dealing with special requests from guests (like booking theatre tickets or storing valuable items).
6. Dealing with complaints or problems.

**HOTEL KOHINOOR PARK: -** 6 months Management Training.

#  Summary of Educational Qualifications

* Completed SSC from Michael High School in the year 2004.
* Completed HSC from Marceline Junior college in the year 2006.
* Completed my E-ticketing course with personality development classes in year 2006/07
* Completed Bachelor’s in hotel management and tourism studies (BSc’s H.S) from Kohinoor institute in the year 2007-10.

# Computer Proficiency

1. **OS** : MS-DOS, Windows 95/98/2000/XP.
2. **Packages** : MS Word, Excel, Power Point.

# Personal Profile

Date of Birth : 18th February 1989.

Nationality : Indian

Marital Status : Married

Languages Known : English, Hindi, and Arabic (basic).

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| **Passport details**  |  |
| Passport Number : H-3918375Visa Status : Visit Visa (Valid up to 10-12-2017) |  |
| **Reference**  |  |

Upon Request.