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| 258.jpg | **E-mail:** iqbal.382942@2freemail.com **Visa Status: Available in UAE on Visit Visa** |
| **IQBAL** **Assistant Front Office Manager** with nearly 10 years of experience in the Hospitality Industry**Location Preference:** GCC / India**Industry Preference:** HospitalitySoft SkillsTime ManagementInterpersonalPlanner Motivator  | Career Summary* Performance driven professional with **nearly 10 years** of experience **(including Gulf & India)** in career dotted with success in directing entire spectrum of General Administration, Front Office Operations, Guest Relationship Management and Guest Servicing functions.
* Insightful PMS knowledge over **9** years: **Opera version 5.0.03.01/8) & Protel Hotel Management System):**
* OTA Intranet Management (**Booking.com**, **Agoda**)
* Fire Safety & Emergency Evacuation Procedures
* Skilled in providing exceptional service to all guests and potential guests by assisting them in a friendly, efficient, courteous and professional manner.
* Proven capability of delivering value-added guest service and achieving guest delight by providing enhanced services as per requirements.
* A keen performer with a proven track record of increasing revenue by retaining and increasing the guest base of the Hotel.
* Expertise in developing procedures, operational policies and planning to implement effective cost control measures to reduce and maintain the operational costs of the hotel.
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| Critical Strengths & Competencies

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| **Pre-Openings & Openings** | **Front Office Operations** | **SOP Development** |
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| **P&L Management** | **Customer Service/ Relationship Management** | **Budgeting (Front Office)/ Cost Management** |
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| **Housekeeping/ Facility Management/ Reservation** | **Team Management/** **Training & Development/ Cross-Functional Coordination** | **OTA Intranet Management (Booking.com, Agoda)** |
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| Career Timeline 2009-2011Moevenpick Beach Resort, Al Khobar as Front Office Agent in (Pre-opening)Millennium & Copthorne Hotel as Front Office Supervisor in (Pre-opening)Al Mashreq Boutique Hotel, Riyadh as an Assistant Front Office Manager (HOD)Millennium Hotel Hail, KSA as an Assistant Front Office ManagerSouq Waqif Boutique Hotels Doha as Front Office Supervisor in (Pre-opening)Radisson Blu Hotel, Noida as Front Office Agent2016-2018 2014-2016 2013-2014 2012-2013 2011-2012 |
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| Notable Accomplishments Across the Career**Awards & Accolades:*** Secured **Thanks Letter** from Hotel General Manager for showcasing excellent work & going extra miles **(Millennium Hotel Hail)**
* Bagged guest comments on **Trip Advisor** **&** **Booking.com** for going extra miles & delivering exceptional services while working with **SWBH** **& Al Mashreq Boutique Hotel**
* Received **Appreciation Email** by CEO for delivering excellent work & going extra miles **(Souq Waqif Boutique Hotel)**
* Acknowledged with **The Employee of the Quarter Jul’11 – Sept’11 (Pre-Opening)** certificate in Front of the House while working with **Moevenpick Beach Resort**, **Al Khobar, KSA**
* Rewarded with certificate of **The Employee of the Month,** Front of the House for Feb’12, **Moevenpick Beach Resort, Al Khobar, KSA**
* Introduced **Guest Recognition programme** for repeat guest, giving them certain benefits and privileges
* Successfully established a new process of **Courtesy call** after check-in and before check-out
* Successfully applied the **guest room orientation** method to eradicate guest disconnect post check-in, especially with room and facilities within the hotel. This is monitored on daily basis and guests have acknowledged and rated them highly on this parameter.
* Introduced **concierge concept**, which enabled the hotel to track maximum guest requests and it saw a sudden jump in guest satisfaction index from 58% to 96%

Professional Experience**Mar’16 - Jul’18: Millennium Hotel Hail, (180 Rooms & 08 Chalets) Kingdom of Saudi Arabia as an Assistant Front Office Manager** **Key Result Areas:*** Managing the day-to-day operations of the Reception / Front Desk
* Participating in the preparation of the Front Office Departmental budget
* Ensuring timely, efficient & professional welcome & check-in is provided by all Front Desk Colleagues for enabling guest satisfaction
* Steering the maintenance and configuration of the Opera System ensuring that input standards of profiles and reservations are correct, selling strategies are being followed and the system is “cleaned” from duplicate profiles and expired rates on a regular basis
* Assisting in hiring, training, and ongoing supervision of the Front Desk staff; providing guests with outstanding guest service, efficient and effective registration and billing services in a professional, friendly manner
* Reviewing staff shift work; maintaining accurate records; operating the department with budgeted guidelines
* Providing information pertaining to the hotel services, registration and check-in of guest, shopping, dining, entertainment, and travel directions
* Monitoring the level of service provided by the department (i.e. by analyzing the Guest Satisfaction Reports) and constantly working on improving it through investigation, analysis and corrective action
* Keeping Front Office Team focused on the critical components of operations to drive guest satisfaction and the desired financial results
* Identifying & analyzing Front Office Operational challenges and facilitating the development of solutions to prevent reoccurrence
* Playing a key role in the maximizing room sales on daily basis for ensuring meeting of financial targets

**Aug’14 – Feb’16: Al Mashreq Boutique Hotel, Riyadh (69 Rooms) Kingdom of Saudi Arabia as an Assistant Front Office Manager (HOD)** **Role:*** Managed front desk & security operations entailing training, coaching, counseling, empowering, & scheduling 15 associates including reservations
* Administered check-ins & check-outs of guests as needed
* Followed up with all guest comment cards though E-Mail or telephone & provided necessary service recovery
* Monitored payroll on a daily basis to ensure the maximum productivity while staying within budget
* Liaised with all departments such as Housekeeping & F&B to offer the best support to employees & guests
* Coached & counseled associates by role playing likely guest interactions & provided constructive criticism to better meet the expectations of the guest; ensured that all Front Office employees were trained with the latest guest service techniques & tools
* Worked on how to improve hotel satisfaction & loyalty
* Conducted & led front office pre-shifts & front office monthly meetings

 **May’13 – Jul’14: Souq Waqif Boutique Hotels (163 Rooms), Doha, State of Qatar as Front Office Supervisor in (Pre-opening)** **Role:*** Dealt with guests requests, complaints & contributed to the overall guest satisfaction
* Ensured hotel security as well as checked guest in & out procedures were followed
* Contributed to guests' permanent satisfaction by providing high quality services throughout stay

**Sept’12 – Apr’13: Millennium & Copthorne Hotel (78 Rooms) Kurdistan Sulaimani, (Northern Region of Iraq) as Front Office Supervisor in (Pre-opening)** **Role:*** Headed, trained a team of 10 associates
* Supervised daily front desk operations & ensured compliance with all policies, standards & procedures
* Entrusted with responsibility to settle guest accounts & all aspects of record keeping by coordinating front desk & audit function to ensure financial transactions for the day were verified & balanced
* Provided training to associates & performed procedures to verify accuracy of room rates to maximize revenue opportunities, e.g., rate variance report; bucket check

**Highlights:*** Provided a refreshing escape from everyday life to create unforgettable memories for every guest entering hotel through professional, warm & personalized service

Previous Experience**May’11 – Jul’12: Moevenpick Beach Resort, Al Khobar (36 Villas) Kingdom of Saudi Arabia as Front Office Agent in (Pre-opening)** **Jan’09 – Feb’11: Radisson Blu Hotel, Noida (Own & Managed by the MBD Group of Hotels) (120 Rooms) India as Front Office Agent**  |
| Trainings* Attended trainings on:
* Sales & Up Selling, Guest Satisfaction, Hotel Management, Guest Delighting Course, Handling Guest Requests
* Follow Up, Telephone Handling, Wakeup Call, Reservation Training, Check-In & Check-Out & Concierge Services

Education & Credentials **2008: Bachelor Degree (BHM) in Hotel Management** from Mangalam School of Management & Technology, New DelhiIT Skills* **MS Office (Word, Excel & PowerPoint**) & Internet with excellent typing skills
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| Personal Details**Date of Birth:** 26th January 1989**Languages Known:** Hindi, Urdu, English, Arabic**Marital Status:** Married | **No. of Dependents**: **1** |

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