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| **Mohammad** **Gender : Male****Marital Status : Married****Email :** **mohammad.384387@2freemail.com****Date Of Birth : 05/07/1985****Place of birth : Noakhali, Country : Bangladesh.** |

# Objective

Seeking challenging career in [your profession] Sector to get a position of responsibility, using my professional skills and efficiency to communicate my ideas and views and commit myself for achieving organizational objectives with the team effort and my positive attitude and performance.

**Attributes**

* Proficient in the use of computer (word, excel, power point, out look, internet)
* Effective in maintaining good communication with others
* Thirst for challenges.

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| **WorkingExperience** |

* MadinatJumeirah Resort – Dubai, United Arab Emirates

 Buggy Service Department

 Position: Guest Service Executive

 Oct 2012 – Oct 2018

 **Job Description:**

-Maintain a high level of knowledge about the hotel facilities and services as well as Dubai.

-Maintain daily guest movement, throughout the email, telephone call, radio communication and HOTSOS request.

-Ensure all the check in and check out guest Pick up and drop off the on the right location and on time.

-Ensure all the gest request should be cleared by the hotel standard time at HOTSOS, and Application.

-Possessing high level of customer service skill to exceed guests' expectations.

-Updating necessary hand-overs to the incoming shift.

-Coordinating with other departments to fulfill guests’ needs and requests.

* Jumeirah Beach Hotel – Dubai, United Arab Emirates.

Dine A Mite Kitchen F&B.

Position: Waiter

Oct 2010 – Oct 2012

**Job Description:**

-Responsible to provide a professional service to our guests.

-Ensuring their restaurant visit will become a memorable dining experience.

-Acquire in depth knowledge of the food & beverage menu.

-Responsible for maintaining hygiene and cleanliness standards.

* Jumeirah Beach Hotel – Dubai, United Arab Emirates.

Dine A Mite Kitchen F&B.

Position: Stewarding

Oct 2009 – Oct 2010

 **Job Description**:

-Ensure a safe and clean working environment for the F&B team.

-Inventory of all equipment, crockery, cutlery and glassware.

-Operating the dish washing machine.

-Recycling and garbage disposal along with HACCP practice.

-Cleaning of kitchen and all kitchen equipment.

- Properly arrange the store according to expired date.

* Thai-Chi Restaurant, Dhaka, Bangladesh.

Guest Relation.

Position: Receptionist,

Dec 2007 - August 2008.

**Job Description**:

- Greeting the customers/guests in a courteous and professional manner,

-Welcome the guests to the restaurant, and attend to their inquiries before handing them to a waiter who will take their orders.

-Answering all the phone calls, and note out the necessary information for future requirement.

# Education Details

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|  • | BA(honors) English (4years), National University of Bangladesh, 2nd class, in the year of 2007. |
| Objective • | HSC (Higher Secondary Certificate) Science, Niakhali Government Collage, 2nd Division , in the year of 2003. |
| Objective • | SSC (Secondary School Certificate) Science, NateshwerAbulKhair High School, 1st Division\*, in the year of 2000 |

***TRAINING AND CERTIFICATE:***

* Successfully completed **English Level Three** in July 2010 at Jumeirah Beach Hotel, Dubai, UAE.
* Successfully completed **Basic Foods and Hygiene** training in February 2010 at Jumeirah Beach Hotel, Dubai, UAE.
* Successfully completed **HACCP** awareness training in April 2010 at Jumeirah Beach Hotel, Dubai, UAE.
* Successfully completed the **Telephone Operating** training in June 2010 at Jumeirah Beach hotel.
* Successfully completed the cross training as a **Buggy Driver** (central Buggy Service Department) in August 2010 at MadinatJumeirahResort, Dubai, UAE.
* Successfully completed the cross training as a **Villa Butler** in July 2011 at Dar Al Masyaf Villa at MadinatJumeirah Resort, Dubai, UAE.
* Successfully completed the cross training as a **Team Leader** in Buggy Services Department from June 2014 to June 2015 at MadinatJumeirah Resort, (Al Qasr, Mina A salam, Al Naseem hotel and Dar Al Masyaf summer houses), Jumeirah Beach Hotel, Wild Wadi Water Park and Burj Al Arab hotel, Dubai, UAE.
* Certificate of appreciation for **Zero** (0) sick leave in the year of 2016 & 2017
* Certificate of appreciation for **Shining Star** colleague in the month of April 2018.

***PASSPORT DETAILS***

Date of Issue **:** 09-09-2017

Date of Expired **:** 08-09-2022

# Declaration

I do hereby declare that the above statements mentioned in my resume are true and correct to the best of my knowledge and belief.

**gbgb**