**RESUME**

**Rayees**

**Email**: -rayees-394217@2freemail.com

**Career Objective: -**

* To become a professional hotelier, achieving financial independence, contributing my best to the organization.

**Professional Experience: -**

* Worked in Dubai, U.A.E, As HK Floor Supervisor form January 2019

• Worked in **Saudi Arabia as** a **HK floor supervisor** from

**(May- 15- 2016 to September 2018)**

* Worked in **Mumbai** as a room boy **(**Feb,2011 **to** June, 2013**)** **in HK department .**
* worked as a room boy in **HK Department**. **(**Preopening Dec, 2013 **to** January 2015.
* Completed **4 Months Professional Training** in Mumbai, **India.**

**Key skills & point for self: -**

* Demonstrate service attributes in accordance with industry expectations and company standards including:
	1. Being attentive to Guests.
	2. Accurately and promptly fulfilling guests’ requests.
	3. Anticipate guests’ needs.
	4. Hard Work and Positive in Approach.
	5. Ability to execute ideas effectively.
	6. Strong Interpersonal and conflict management skills.
	7. Confident and Adaptable to Different Environment.
* **Attending to all guest complaints** and issues in my shift and immediatelyresolving the same appropriately to meet guest satisfaction.

**Academic Qualifications: -**

* Done **Graduation** from **Kashmir university**.
* **High school 10th and** Intermediate **12th** From govt. higher secondary schoolkashmir.

**Awards: -**

* I have got **SHINING STAR** and **SUPERSTAR Award** by plaza inn palace Hotels**.**
* I have been received **plaza inn palace** brand’s highest award **SPIRIT OF** **CARE**.
* I have been certified to **MAKE IT RIGHT** for our guests.
* I Certified to **DTRS** and **CRM** training.

**Achievement: -**

* I have been Completed the Departmental **JOB SAFETY TRAINING** which include **Fire emergency preparedness**, **fire extinguisher**, **hazardous communication**, **Blood borne pathogen** and **security awareness**
* I Have got **over all 5.5 Band Score & B1 Certify level** in IELTS Examination Which comes under BRITISH COUNCIL
* Worked on **(WISH.NET, IDS, IHMS, DBM, ONQ, OPERA)** Software.

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| **Personal Details: -** |  |
| **Date of Birth** | **:** 21-11-1988 |
| **Gender** | : Male |
| **Nationality** | **: Indian** |
| **Marital Status** | : Single |
| **Date of issue** | :25.05.2016 |
| **Date of expiry** | :24.05.2026 |
| **Language Known**: Arabic, English, Hindi, kashmiri |
| **Hobbies** | : **travel and interacting with people** |

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| **DATE** | **Mr. Rayees**  |