



# FARAZ AHMAD

HOSPITALITY PROFESSIONAL

## Contact

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## Skills

- Check-in and check-out procedures
- Conference and meeting planning
- Guest services
- Cash Handling
- Complaint management

## About

Seasoned Hospitality professional competent in keeping guest needs balanced with business targets. Highly organized in handling administrative functions, leading teams and coordinating facility services. Smooth and efficient multitasker and planner. Experienced Front Desk professional offering superior hospitality service. Highly skilled in managing reservations, mitigating dissatisfaction and increasing guest loyalty through targeted service. Proficient in OPERA and MUNSHI, with friendly and decisive approach to resolving challenges.

## Work Experience

### Front Desk Officer|Hotel One PVT LTD (Hashoo Group)

Islamabad, Pakistan – October 2019 – September 2021

- Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.
- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Contacted housekeeping staff and maintenance department immediately to resolve guest room issues.
- Updated customer accounts with add-on room charges, minibar use and room service bills.
- Provided responses to guest reviews on TripAdvisor, Booking.com and other websites within 48 hours.
- Entered customer data into room system and updated information when patrons changed rooms.
- Controlled cash and credit card payment transactions at front desk to successfully reduce errors.
- Oversaw fast-paced front desk operations and guests' needs at busy facility.

# Skills

Opera PMS 

Munshi PMS 

Ms Word 

Ms Excel 

# Languages

English 

Urdu 

Punjabi 

# Interests

Cricket

Languages

Traveling

## Guest Service Officer (Internship) IRAMADA BY WHYNNDHAM

Islamabad, Pakistan – February 2019 – May 2019

- Delivered messages, mail and packages left for guests to hotel rooms.
- Assisted guests by furnishing information and directions to meeting halls, gift shop and dining areas.
- Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.
- Delivered above-and-beyond service to guests by making outside venue reservations and setting up tours.
- Collaborated with team members to handle guest requirements from check-in through check-out.
- Explained details regarding property to acclimate patrons to resort environment.

# Education History

Aug 2017-Sep 2019

**Graduate Diploma in Hospitality Tourism Management (CTH-LEVEL 6 ) : Front Office, Food & Beverage, Sales & Marketing**

*COTHM Islamabad*

- Relevant Coursework Completed: Front Office, Food & Beverage, Human Resource, Sales & Marketing.

May 2014-Nov 2016

**Pre-Engineering : Physics, Chemistry, Mathematics**

*Punjab Group of College*

March 2012-April 2014

**Matriculation : Biology,Mathematics, Physics, Chemist**

*Shinning Star Public School*

## Accomplishments

Front Line Warrior: Awarded for doing exemplary professional duties in CORONA Pandemic

## Certification

OPERA Training (02 Weeks)

Culinary Workshop (Embassy of Indonesia)