



Mohammad Mudassir Alam

Hotel Industry

To be a part of company that indulges professional growth which provides challenging and rewarding career while allowing me to utilize my knowledge and skills.

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Date of birth

03-27-1979

Nationality

Indian

Link

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Experience

Juffair, Kingdom of Bahrain
March 2017 - October 2020

Auditor (Front Office)

Pars International Hotel

- Verify that all charges posted from the POS Software, SPA software had reached the correct guest folios and also not missing.
- Verifies that room rates are correct and posts those rates to guest accounts.
- Tracks room revenues, occupancy percentages, and other front office statistics.
- Prepares a summary of cash, check, and credit card activities.
- Check figures, postings, and documents for accuracy. Record, store, access, and/or analyze computerized financial information.
- Prepare of End of day procedure.
- Respond to guest needs, special requests and complaints and alert the appropriate manager as needed.
- Follow the End of Day / Night Audit Checklist

Kingdom of Bahrain
January 2009 - January 2017

Operation Manager / Front Office Manager / Night Duty Manager / Front Office Asst.

Ramee Group of Hotels

- Improving the operational system, processes, and policies in support of the organisation mission.
- Supporting better management reporting, information flow and management, business process and organisational planning.
- Managing and increasing the effectiveness and efficiency of support services.
- Driving initiatives in the management team and organisationally that contribute to long term operational excellence.
- Reviewing budgetary information, monitoring expense reports, coordinating educational assignments for staffs.
- Managing and training the front office staff.
- Ensuring to provide a professional and friendly services for guests.
- Arranging staff scheduling.
- Dealing with guests
- Acting as liaison between GM and staff
- Create a pleasant experience for guests to ensure their return.

Mumbai, India
November 2007 - December 2008

Duty Manager / Asst. Front Office Supervisor

Hotel Seaprincess

- To ensure customer/guest satisfaction at all times.
- Coordinate all activities of all departments.
- Ensure that all the norms of the hotel are respected and all the rules/procedure of operations are followed.
- Maximization of the days business during shift and the occupancy rate and sales in all outlets.
- All vehicular and equipment movements both inside and outside the hotel.
- Comprehensive report to the General Manager on all happenings in the hotel and findings in the shift.

Mumbai, India
July 2006 - May 2007

Front Office Asst.

Hotel Tunga International

Mumbai, India
February 2004 - June 2006

Lobby Manager

Imperial Residency

- Greeting, welcoming and entertaining the clients and making sure that they are properly informed.
- Register guests and assigns rooms. Accommodates special requests whenever possible.
- Assist in pre-registration and blocking of rooms for reservations.
- Coordinates room status updates with the housekeeping department by notification housekeeping of all checkouts, late checkouts, early check-ins, special requests, and day use rooms.
- Cashiering tasks like bill/invoice settlement, posting charges to the guest, paid out's, Foreign currency exchange etc.

Bhopal, India
January 2003 - January 2004

Front Office Asst.

Jehan Numa Palace Hotel

- Register guests and assigns rooms. Accommodates special requests whenever possible.
- Assists in pre-registration and blocking of rooms for reservations.
- Sell rooms and to promote other services of the hotel.
- Cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange,

Bhopal, India
June 2002 - January 2003

Trainee

Hotel Lake View Ashok

- Six months of Industrial training in Front Office & Housekeeping Department.

Skills

Leadership

Conflict Management

Business Negotiation

Decision Making

Self Motivated

Guest Satisfaction

Time Management

Attention to Details

Ability to perform under Preassure

Diplomacy

Languages

English

Advanced

Arabic

Madium

Hindi

Advanced

Education

Aligarh, (UP) India
2002

Diploma

Food craft Institute

Accommodation, Operations & Management

Aliqarh, (UP) India

Bachelor of Arts

2001	Aligarh Muslim University Political Science, Economics
Bareilly (UP), India 1998	I.S.C (Year-12) Hartmann College Commerce, Economics, Accounts
Bareilly (UP), India 1996	I.C.S.E Hartmann College Economics, English, Maths
References	Mr. Uday Meher (General Manager) Pars International Hotel
	Mr. Shaker (HR Manager) Pars International Hotel