

**MANAGER PROFILE**

Manage overall operations and is responsible for the effective and successful management of talent, productivity and quality control. Overseeing the human capital (Talent) of an organization. Ensures successful onboarding and employee experience. Talent management to articulate the vision on all levels. Guest experience management through efficient policies and strategic plans.

**PROFESSIONAL EXPERIENCE**

**April 2017 till date**

**Sofitel Bahrain Zallaq Thalassa Sea & Spa (ACCOR)**

**LEARNING & DEVELOPMENT MANAGER**

S O F I T E L  
HOTELS & RESORTS  
سوفيتل الزلاقي البحريني تالاسا سبا  
BAHRAIN ZALLAQ THALASSA SEA & SPA

As head of department, I am responsible to perform training need analysis to develop cost effective training solutions to ensure corporate compliance.

**Talent Development**

- Identifying departmental training needs to support operational objectives.
- Ensuring constant delivery of brand trainings to meet the guest expectations.
- Developing solutions to close the performance gap.
- Leading the annual performance appraisal process as per the corporate guidelines.
- Monitoring the employee's behaviour to highlight the areas of improvement.
- Partner with operational leaders to assess team performance in different departments to create positive impact on social media reputation scores.
- Evaluating training effectiveness with post training feedback and on floor spot checks.

**Planning & Budgeting**

- Ensuring all training and development activities are strategically linked to the organization's mission and vision.
- Developing action plans to address the organisational priorities.
- Making necessary adjustments to training methodology which better suits the participants.
- Developing new training programmes to support quality assurance management action plan.
- Promoting brand values and key philosophies through training and development activities.
- Leading departmental training network to ensure continuous on-job skill development.
- Developing annual training plan inline to training needs analysis.
- Leading profit & loss departmental meetings to align department as per annual budget.

**Talent & Culture (Human Resources) / Quality Assurance**

- Assisting Dir. of Talent & Culture / Dir. of Operations in maintaining stronger employee relationships which leads to better employee morale and job satisfaction.
- Assisting Human Resources in organizing social events to promote work life balance.



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**CORE ACCOMPLISHMENTS**

Preparation and implementation of new **Employee handbook** based on storytelling philosophy.

Introduce **Knowledge Tree** with my creative spirit.

Launch new concept of Look Wall to maintain grooming standards in the establishment.

I am proud of being accredited by **Sofitel Worldwide Employee Program**.

I am certified facilitator to teach certain brands and **Academie Accor** courses.

I am certified trainer at Farah Leisure (proud operator of Ferrari World and Yas Waterworld) to develop and deliver training programs.

We have been ranked as **#1 property out of 136** in Kingdom of Bahrain since I took charge as acting **Guest Experience Manager**.

I have implemented **Spot Checks** at **Sofitel Bahrain** to evaluate the implementation of the training content.

# HASAN ZUBAIR

- Recruits, interviews and selects employees to fill vacant positions through recruitment events and other channels.
- Organizing employee's annual opinion survey to improve satisfaction and employee retention.
- Responsible of Human Resources Monthly P&L review meeting to take necessary measures.
- Supporting internship programmes in collaboration with hospitality schools.
- Selecting employee of month & leader of the quarter to recognize and reward the best talent.
- Leading Quality Assurance Program (LQA) Audit and management action plan to support quality assurance.
- Organizing monthly success party to highlight key achievements and celebrate success of the employees.
- Preparation and distribution of quarterly Human Resources magazine.
- Promoting Cousu Main Culture (service from the heart) initiative to ensure unforgettable guest experiences.

**October 2015 to March 2017**

**Sofitel the Palm Dubai (ACCOR)**

**ASSISTANT LEARNING & DEVELOPMENT MANAGER**

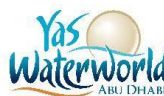


- Develop an effective annual Training Plan which meets the needs of employee s as outlined in Annual Appraisal and PDP and which assists the hotel achieve its goals and objectives.
- Identify from Guest Feedback, VOG, LRA, Marketing Plan and other sources the potential training needs and action where required.
- Liaise with Department Heads on regular basis regarding specific training requirements within their Departments and regarding attendance at planned training courses and develop training actions as required.
- Publish an annual and quarterly calendar of training courses and ensure maximum attendance through clear communication to and liaison with Department Heads on a regular basis.
- Develop, source and conduct training courses scheduled in the training calendar.
- With support of Director of HR, structure and monitor the Hotel's annual training budget and ensure all training expenses are kept in line with this budget, adjusting planned expenses / actions in line with changing hotel requirements.
- Provide an advice service to both managers and employees on training opportunities, career choices, qualifications and other HR issues.
- Develop effective links with partnership organizations such as Universities and Colleges, Training Providers, other Training Managers, etc.
- Ensure all requests for training by employee s is responded to in a timely manner and follow up is conducted where appropriate.

**September 2014 to August 2015**

**Farah Leisure proud operator of Ferrari World & Yas Waterworld Abu Dhabi**

**TRAINING EXECUTIVE**



- Analysing department's training needs and developed new training programs based on the analysis.
- Presenting trainings in a most effective manner via role playing, practicality and team exercises.

## SKILL HIGHLIGHTS

- Employee Engagement
- Talent Development
- Guest Experience
- Successful Onboarding
- Training Need Analysis

## CERTIFICATIONS

**1st Oct 2002 to 31st Dec 2002**  
**Diploma in Fundamentals of English**  
**LINGUAHOME**

**1st June 2002 to 31st September 2002**  
**Computer Foundation Programme**  
**ASGHAR COMPUTER COLLEGE**

**20th June 2000 to 27th July 2000**  
**English Language Course**  
**THE BRITISH COUNCIL**

## EDUCATION QUALIFICATIONS

**2006 – 2008**  
**Intermediate In Humanities**  
**Board of Intermediate & Secondary Education, Lahore**

**2002 – 2003**  
**CAT (Certified Accounting Technician) UK ACCA,**  
**SKANS School of Accountancy, Lahore**

**2000-2002**  
**Matriculation in Computer Science**  
**HALEEM Institute, Lahore**

## PERSONAL DETAILS

**Date of Birth:** 4<sup>th</sup> January 1986  
**Nationality:** Pakistani  
**Status:** Married  
**Driving License:** Automatic LTV

# HASAN ZUBAIR

- Mentoring team members to succeed and advance within the department and company.
- Creating effective training course objectives, course content and all materials.
- Delivering training material to a diverse audience adapting their learning styles.
- Updating training records and supporting departmental trainers with on-the-job training.
- Playing a leading role in promoting the desired work culture around the Core Values of the Company and our brand philosophy.

S O F I T E L  
HOTELS & RESORTS

سوفيتل جميرا بيتش دبي  
DUBAI JUMEIRAH BEACH

**December 2012 to August 2014**

**Sofitel Dubai Jumeirah Beach Hotel (ACCOR)**

**TRAINING COORDINATOR**

Develop the employees, ensuring that they are developed to their maximum potential/efficiency and monitor their performance to stay current with the Training philosophies and Methodologies.

- To plan, implement and monitor in conjunction with other members of the Management team.
- Orientation Training, Hygiene Training, Health and Safety Training, English Language Training To ensure a strong, creative and effective Employee Communication System within the Hotel to keep employees informed on all training activities.
- To maintain a systematic administration system for the effective administration of training program.
- To develop, update and organize Orientation Programs and to ensure that all New Hires are scheduled to attend the Orientation and Departmental Orientation Program.

S O F I T E L  
HOTELS & RESORTS

سوفيتل جميرا بيتش دبي  
DUBAI JUMEIRAH BEACH

**September 2011 to December 2012**

**Sofitel Dubai Jumeirah Beach Hotel (ACCOR)**

**EXECUTIVE BUTLER**

- Prepare VIP Services area and suites for guests' arrival by creating a luxurious atmosphere and setting up amenities.
- Liaise with housekeeping, concierge, front office, engineering, food and beverage to ensure a seamless experience for the VIP guests.
- Maintain VIP guests' preference profiles and track their likes and dislikes.
- Ensure the accuracy of guest accounts and organizing departures.

**May 2009 to June 2011**

**Warid Telecom, Abu Dhabi Group**

**OPERATIONS EXECUTIVE / CUSTOMER SERVICE**



- Responsible for achieving high customer satisfaction, high quality of service delivery and ensuring First Call Resolution.
- Responsible for maintaining, updating and sharing complete knowledge and compliance of Contact Centre processes, routines and procedures along with products/offers being introduced in the department.
- Hands-on knowledge of Policy & Procedures Development acquired through working on Warid Customer Services Inbound and Outbound Departmental processes.
- Responsible for achieving targets, generate reports of team members and reporting to the Operational Supervisor.
- Responsible for maintaining quality & quantity level of Team members.