


CURRICULUM VITAE

SAMEER KHAN

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HOSPITALITY INDUSTRY PROFESSIONAL

Aspire to serve and entertain different range of customers in the most ethical manner

SUMMARY OF SKILLS

- Qualified **B.Sc. Hotel Management** from **Punjab Technical University, Jalandhar (Punjab)**; with knowledge of **adhering to international standard service procedures**, with strong background in **Hotel operations, and customer relations**.
 - Proficiency in handling **Cash, Front Office, Back Office, Night Auditing & Front Office Operation**.
 - 7 Years above experience in Hospitality Industry.
 - **Good communication skills, verbal as well as written** coupled with exceptional presentation skills with the ability to perform above expectations.
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PROFESSIONAL EXPERIENCE

S HOTEL, BAHRAIN (198 Keys)
Night Duty Manager

From May 2019 to till Now

- Checks cleanliness of lobby and public areas, lights and as well as front office staff in proper and orderly appearance and behavior.
- Gives the instructions to the Night Reception, during the high occupancy periods, regarding: walk-in guests and release room blocked because of no-show.
- Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
- Operates the front office computer system in order to assist front office attendants.
- Checks group department, fit and ensure switchboard makes appropriate wake up calls.
- Handles guest complaints and other related problems and reports on the Assistant Manager's log book.
- Assists reception, Business Centre, Cashier, Concierge and Bell Captain during their busy.
- Answers guests inquire, handles complaints and attend to the needs of the guests.
- Approves and sign for allowances, rebates etc., as required by Front Office Cashier.

- Authorizes charges to be made for late departures and/or compliments on them.
- Promotes and maintains good public relations.
- Motivates and maintains good staff relations.
- Maintains and be guided of hotel policy on credit/lost and found hotel guests properties.
- Follows up in credit check report, liaise with credit manager.
- To discuss all matters that needed to follow up with the next shift Reception Manager.
- Approves the working schedule for the front office attendants and submits them to front office manager.
- Conducts and ensures the neat of appearance of front office attendant as well as correct attitude and behavior, discusses problems that encountered on this point with front office manager, assistant front office manager and their shift leaders.
- Check Log Book on Daily Basis.
- Check All the Pending Arrivals & Departure.
- Check All Checked in Registration Card with Proper Correspondence & Rate Check.
- All Arrivals for the day have to be tallied.
- Separate Departure Folios (City Ledger, Zero Folios, Cash, CC Folios, Paid Outs,).
- Check City Ledger Folios along with proper supporting.
- Credit Card tally with (PMS) & Batch report.
- Batch Upload at EDC Machine.
- Print In house Guest list, Manager Reports etc.
- Mail all the discrepancy with screen shots which is fixed over night to Head of the Department.

ORANGE SUITES HOTEL, BAHRAIN (128 Keys)
Night Auditor

From March 2019 to May 2019

- Check Log Book on Daily Basis.
- Check All the Pending Arrivals & Departure.
- Check All Checked in Registration Card with Proper Correspondence & Rate Check.
- All Arrivals for the day have to be tallied.
- Separate Departure Folios (City Ledger, Zero Folios, Cash, CC Folios, Paid Outs,).
- Check City Ledger Folios along with proper supporting.
- Credit Card tally with (PMS) & Batch report.
- Batch Upload at EDC Machine.
- Print In house Guest list, Manager Reports etc.
- Mail all the discrepancy with screen shots which is fixed over night by night auditor to Head of the Department.

HOTEL RAMADA, BAHRAIN (123 Keys)**From Oct. 2018 till March 2019****Front Office Supervisor.**

- Check Log Book on Daily Basis.
- Process all guest check-ins by confirming reservations, assigning room, and issuing and activating room key.
- Process all payment types such as room charges, cash, checks, debit, or credit. Process all check-outs including resolving any late and disputed charges.
- Answer, record, and process all guest calls, messages, requests, questions, or concerns.
- Coordinate with Housekeeping to track readiness of rooms for check-in.
- Communicate parking procedures to guests/visitors and dispatch bell staff or valet staff as needed.
- Supply guests with directions and information regarding property and local areas of interest.
- Run daily reports (number of arrivals, departures), identify any special requests, and check reports for accuracy.

S HOTEL, BAHRAIN (198 Keys)**From Aug 2017 to till June 2018****Night Auditor**

- Check Log Book on Daily Basis.
- Check All the Pending Arrivals & Departure.
- Check All Checked in Registration Card with Proper Correspondence & Rate Check.
- All Arrivals for the day have to be tallied.
- Separate Departure Folios (City Ledger, Zero Folios, Cash, CC Folios, Paid Outs,) Cash Closure reports.
- Check City Ledger Folios along with proper supporting.
- Credit Card tally with Opera (PMS) & Batch report.
- Tally all RVC posting with Opera posting for Micros.
- Batch Upload at EDC Machine.
- Date Roll for Micros.
- After Night audit Micro must be front of the house.
- Print In house Guest list, Departure for the day & In-house package list.
- Prepare Flash report and F & B Revenue Report for Management.
- Mail Daily Flash Report and F & B report to Management.
- Mail all the discrepancy with screen shots which is fixed over night by night auditor to Head of the Department.

HOTEL ALRAYA SUITES, BAHRAIN (110 Keys)**From Apr 2015 to Jan 2017****Night Auditor /Night In-Charge**

- Posts room charges and taxes to guest accounts.
- Processes guest charges voucher and credit card vouchers.
- Posts guest charge purchase transactions not posted by the front office cashier.
- Transfer charges and deposits to master accounts.
- Verifies all account postings and balances.
- Monitors the status of coupon, discount, and other promotional programs.
- Tracks room revenues, occupancy percentages, and other front office statistics.
- Prepares a summary of cash, Cheque, and credit card activities.
- Summarizes results of operations for management.
- Prepare of End of day procedure.
- Run end of day process in property management software (PMS) IDS.
- Understand principles of auditing, balancing, and closing out accounts.
- Knows how to operate PMS, typewriters, and other front office equipment's.
- Understand and knows how to perform check-in and check-out procedures.
- Take care of guest reservations and corporate reservations also.
- Take care of all guests needs during night shift and handle complaints.

HOTEL MARINA (145 Keys)**From Oct 2012 to Feb 2015****(Previously Holiday Inn) AGRA (UP) INDIA****Front Office Assistant**

- Welcome and greet every guest according to time.
- Responsible for check-in & check-out of guest, settlement of guest and feedback from guest while checkout the room.
- Accountable for handle all incoming calls by greeting of the day and convey the message& transfer to correct extension or department.
- Ad-hoc filing, printing, scanning, photocopy & faxing
- Responsible for documentation, bill reports and baggage of the guest.

HOTEL RADISSON BLU, AGRA (UP) (144 Keys)**From April 2012 to Sep 2012****Industrial Trainee (Intern)**

- Done 21 weeks industrial training in four major department i.e. Front Office, Housekeeping, F&B Service, and F&B production.

HOTEL RAJ MAHAL (56 Keys)

From Sept 2011 to Feb 2012

(A UNIT OF SUN GLOW HOTELS), AGRA (UP)

Front Office Assistant

- Responsible for handling Cash, Bill payments, Booking of Rooms also taking care of corporate booking & billing process.
- Accountable for handle all incoming calls by greeting of the day and convey the message to proper person or department.
- Responsible for check-in & check-out of guest, settlement of guest and feedback from guest while checkout the room.

EDUCATIONAL CREDENTIALS

B. Sc, Hotel Management 2012 :-

Dr. M.P.S. College Of Hotel Management Affiliated to Punjab Technical University, Jalandhar (PB)

Intermediate 2007:-

M.D. Jain Inter College, Agra (UP)

Matriculation 2005:-

St. Loreto Sr. Sec. School, Agra (UP)

Internship Training:-

21 weeks training at Hotel Radisson, Agra from **Apr 2012 to Sep 2012 (Hotel Radisson Blu Agra, Previously Hotel Radisson, Agra)**

Computer Skills:-

Windows, Ms office, IDS, Opera, DTP, Typing (English & Hindi), Internet

PERSONAL INFORMATION

Date of Birth : 22nd October 1989

Father' Name : **Mr. Rahis Khan**

Languages Known : English, Hindi, Arabic-beginner

Passport No. : **K5139931**

References : Up on Request

Height : 168 CM

Weight : 65 Kg

Blood Group : **AB+**

Present Address : Bahrain

Date:

Place: Bahrain

(SAMEER KHAN)