



RESUME

Aajad Khan

Village-Dobra Kala, P.O, Selu District, Sawai Madhopur Rajasthan India
Presently employed in Kingdom of Bahrain

Mobile : +973 33294348 (Bahrain)

E-mail : aajadkhan1414@gmail.com

Skype id : aajad1414

Objective:

A challenging career that will best utilize my knowledge acquired skills while contributing to the success of the organization along with the development of my professional skills.

PROFILE:

- A highly motivated individual with **10 Years** of experience in the hospitality industry and one year of Hotel Internship in Front Office

Professional Experience:

ORGANIZATION NAME	:	Afaq Tower Luxury Apartment (Juffair BAH)
DESIGNATION	:	Front Office Supervisor
PERIOD	:	Dec-2017 till 02-July-2020

Key responsibilities:

- Attending daily briefing in the department.

- Duty/Night manager tasks such as making of Night manager report, Daily Sales report, Walk-in report, Market segment report, Coordinating with Revenue managing team on the peak days for stop sale or other actions depending on the circumstances
 - Attending the revenue forecast/Planning meeting along with the department Heads.
 - Ensuring all team members adhere to standard operating procedures
 - Monitoring the registration against in-house guest maintaining the smooth flow of front desk services according to the standards of the Afaq Tower
 - Handling registration, reservations, cashiering and Telephone calls during the operations
 - Ensuring all duties are completed in a timely and organized manner. (I.e. VIP list, arrivals, blocking rooms, in-house bucket), communicates information to the associated departments
 - Making the duty schedule for the associates on weekly basis.
 - Managing Apartment rating through Booking.com extranet Portal and encouraging the guest to give reviews on their stays.
 - Cross Checking if all billing instructions are correctly updated
 - Resolving guest and associate complaints and issues
 - Taking responsibility of the department, meetings and other duties in the absence of the Property Manager.
 - Ensuring Front office logbook is always updated and auctioned upon.
 - Building of strong relationships and liaise with all other department's especially housekeeping, etc
 - Correction of incentives for the associates who are entitled for the same and submitting the reports to accounts for releasing the funds.
 - Responsibility of training the associates, ensuring that all the associates remember the basics thoroughly
 - Handling Booking.com extranet prices etc.
 - Being a team player and a leader depending on the necessity of the situation.

Professional Experience:

ORGANIZATION NAME	:	Elite Crystal Hotel (Juffair BAH)
DESIGNATION	:	Front Office Receptionist
PERIOD	:	Oct-2015 till 30-Nov-2017

Key responsibilities:

- Attending daily briefing in the department.
- Greeting the guest according to the day with smile and adhere to the guest request or complaints.
- Efficient enough in doing multitasking job which is very important quality of a receptionist.
- Performing proper check in and checkout policy as per the hotel standard.
- Monitoring high balance guest on daily basics.
- Checking and analyze various reports and statistics for operational use and for providing MIS and forecasting ,
- Optimize the room sales.
- Up selling of hotel standard rooms and suites.

- Ensuring guest satisfaction by handling the complaints and request in more professional manner.
- Pre Checking of VVIP and VIP rooms are to the hotel standards.
- Coordinating with various department for smooth running of the operation.
- Liaison with travel agents, airlines, embassies, and other potential guest.
- Formulating policies on groups and overbooking level in consultation with the management.
- Increasing productivity by motion studies, eliminating the sop deviations, giving innovative ideas and making it as a procedure, increasing housekeeping revenue & minimizing housekeeping cost expenses through cost control activities,
- Always delivering 'WOW' at every moment of truth
- Always getting the things done by teamwork and motivation & always strive to provide comfortable environment culture to my subordinates because "GOOD ORGANIZATION STARTS WITH GOOD EMPLOYEES"

ORGANIZATION NAME: **Holiday Inn Meydan, (Riyadh KSA)**

ORGANIZATION PROFILE: One of the big Hotel Group in the world having 4600 plus hotels over in 100 countries. In different brands and giving sophisticated and memorable service to the guest, owners, and employees. Holiday Inn Meydan five star properties with 290 rooms situated at the heart of Riyadh capital city of Saudi Arabia

DESIGNATION **: Front Office Receptionist (Pr-opening Member)**

PERIOD **: Sep-2014 to 29Apr-2015**

Key responsibilities:

- Attending daily briefing in the department.
- Greeting the guest according to the day with smile and adhere to the guest request or complaints.
- Efficient enough in doing multitasking job which is very important quality of a receptionist.
- Performing proper check in and checkout policy as per the hotel standard.
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DESIGNATION : Bell Boy (Pre-Opening Team Member)

PERIOD : Apr 2013 to Sep 2014.

Key responsibilities:

- Greeting the guest upon arrival to the hotel entrance.
- Bell boys are the first impression makers in the hotel when the guest walk-ins.
- Delivering Newspaper to the guest rooms.
- Escorting the guest to the room on arrival
- Pick Up of guest luggage upon arrival and checkout of the guest.
- Place the luggage in the room on the luggage rack.
- Explaining the operations and control of air conditioner lights in the guest room.
- Check the rooms to ensure that the guest has left on articles in the room by mistake and switch off all lights and air conditioner.
- Track and keep an eye on the entire guest.
- Handling the bag of the guest when they are shifting to another room.

ORGANIZATION NAME : FOUR POINTS BY SHERATON (Riyadh KSA)
(STARWOOD HOTEL GROUP)
DESIGNATION : Housekeeping Team Leader
PERIOD : OCT 2011 TO MAR 2013

Key responsibilities:

- Conducting briefing and allotting the associates to concern areas.
- Maintaining the areas by monitoring daily cleaning and schedule cleaning.
- As a team leader I always would like to give clean, hygienic, safety, comfortable and inevitable surroundings to the guest.
- Giving training classes to the associates about basic cleaning procedures, various types of chemicals, usage and ph. values, equipment's handling, and corridor behavior.
- Increasing productivity by motion studies, eliminating the sop deviations, giving innovative ideas and making it as a procedure, increasing housekeeping revenue & minimizing housekeeping cost expenses through cost control activities
- Responsible for all inventories, duty rosters, costing.
- Conducting inventories such as Linen, Machinery, and Guest Supplies.
- Always delivering 'WOW' at every moment of truth
- Always getting the things done by teamwork and motivation & always strive to provide comfortable environment culture to my subordinates because "GOOD ORGANIZATIONS STARTS WITH GOOD EMPLOYEES"
- Responsible for making honeymooner room arrangement with new ideas and innovation.
- Monitoring the heartbeats score of the hotel and taking necessary action to meet up the heartbeat target.
- Tracking the team members' Key point of Improvement and giving the necessary training for team member's improvement.
- Being a Team Leads should be well planned for the day to day operation and also pre planning for the following day's operation.

ORGANIZATION NAME : MENA GRAND KHALDIA (Riyadh KSA)
DESIGNATION : Housekeeping Room Attendant
PERIOD : AUG 2010 TO OCT 2011.

Key responsibilities:

- Responsible for maintaining high level of hygienic standards with proper grooming.
- Taking physical discrepancy of the rooms.
- Cleaning the guest rooms and corridors
- Responsible for handing over the lost and found items to Supervisor and Manager

- Giving on job training for the new employees.
- Handling all the guest issues and solving there problems.
- Responsible for periodic and spring cleaning.
- Attending the entire department training to keep up the standards of the hotel.
- Motivating the team members and work together for the success of the team.

Responsible for keeping friendly atmosphere within the department and co-workers as well as follow the instruction and commands of the supervisors and Managers

Educational Qualifications:

- Passed Senior Secondary School Certificate in 2005 (Rajasthan India)
- Passed Intermediate School Certificate in 2007. (Rajasthan India)

Computer Skills:

- Excellent knowledge of **Microsoft Office**
- Hotel operation software “**Opera PMS**”
- Hotel operation software “**Ids Software**”
- Hotel Revolutionizing software “**Triton**”

Passport Details:

Passport number: S9745093
 Date of issue : 12.12.2018
 Date of expiry : 11.12.2028
 Place of issue : Bahrain

Personal Details:

Father's Name : Mr. Saleem Khan
 Mother's Name : Mrs. Kallobano Khan
 Date of Birth : January 10, 1985
 Languages Known: English, Arabic, Hindi, Urdu
 Nationality : Indian
 Sex : Male
 Marital status : Married
 Permanent Address: Village-Dobra Kala, P.O, Selu District, Sawai
 Madhopur Rajasthan India

Declaration:

I hereby declared that above mentioned information's are true and best of my knowledge. If I am selected I will work hard and be loyal to the management.

Yours Sincerely

(Aajad Khan)