

# **CURRICULUM VITAE**

## **Muhammad Sajjad.**

Downtown Rotana hotel.

110 government avenue Manama Bahrain.

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## **CAREER OBJECTIVE**

I am looking forward to be a part of a professional team where there is the chance to develop and build a solid career path and to work for a dynamic company and contribute effectively towards enhancement of business by capitalizing on my skills and knowledge based on my experience. I will strive for excellence through continuous improvement with the ultimate motion of being recognized as the professional in my field, a team player.

## **WORKING EXPERIENCE**

### **Front Desk Agent.**

Downtown rotana.

Manama Bahrain.

20<sup>th</sup> February 2018 to 30 June, 2020. Lost job due to covid 19 global pandemic.

Top room up seller multiple time throughout journey among colleagues.

Top rotana rewards exclusive membership seller in 2019.

## **Duties and responsibility**

- Provide prompt, courteous and efficient service to all Guest, to achieve a high level of customer satisfaction through personalized service from arrival till departure.
- Ensure Guests are personally greeted by name, if known and escorted to their rooms to make them feel expected and welcomed.
- Conduct in Room & Hotel familiarization and assist Guest in Hotel activity enquiries / requests.
- Maintain an up to date knowledge of Hotel information and local services, including operating hours, promotions, events, attractions and any allied information to respond to Guest queries.
- Maintain an awareness of rate levels to be sold daily and the occupancy levels.
- Accurately administer Front Desk cashiering standards and comply with all laid down systems, policies and procedures.

- Process accounts from check-in to check-out, ensuring accurate postings of all incidental charges using computerized Front Office systems.
- Maintain the privacy of all Guests by ensuring that no details of the Guests are disclosed
- Demonstrate a complete understanding of the Hotel's policies, procedures and service standards and have full knowledge of the Hotel facilities and happenings.
- Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment.
- Comply with the hotel environmental, health and safety policies and procedures

### **Front Desk Agent.**

Rosh Rayhaan by Rotana

Riyadh, KSA.

12 November 2015 to 19 February 2018. Worked in two department joined as a laundry pressman and then become a part of Rotana cross training program in front office department as a front desk agent.

Preopening Experience

### **Duties and responsibility**

Provide prompt, courteous and efficient service to all Guest, so as to achieve a high level of satisfaction through personalized service from arrival till departure. Accurately administer front desk cashiering standards and comply with all laid down systems, policies and procedures. Process accounts from check-in to check-out, ensuring accurate postings of all incidental charges using computerized Front Office systems (Opera).

### **Guest Service Agent.**

Multiplex (Overseas Education Advisors and Consultancy)

Islamabad Pakistan.

2011 to 2012.

### **Duties and responsibility**

File preparation for visas consulting people about their destinations. Follow up with embassies for visa process.

## **PROFESSIONAL SKILLS AND STRENGTH**

- ✓ Having full command with 35 - 40 words per minute typing speed on
- ✓ (MS Word, Excel, power point, Outlook).
- ✓ Opera system.
- ✓ Micros.
- ✓ FBM (Food, Beverages, Material) system.
- Excellent communication skills in English (written and oral).
- With good guest service relation.
- Demonstrates understanding of, and effectively cooperates with subordinates and seniors.
- Capability to meet deadlines and ability to work with minimal supervision.
- Can work under pressure and efficiently in a team.
- Hardworking, motivated, detail oriented, persistent and can be trusted.
- Ability to create an environment where everyone can work happily among colleagues

## **ACADEMIC PROFILE**

**Intermediate in commerce** from Allama Iqbal Open University Islamabad 2015.

**High School S.S.C** from Federal Board of Intermediate and Secondary Education Islamabad 2011.

## **PERSONAL PROFILE**

Date of Birth : 30 January 1992  
Age : 28 years old  
Nationality : Pakistani  
Civil Status : Single

## **LANGUEGES**

**English** \_\_\_\_\_ Fluent

**Arabic** \_\_\_\_\_ **Expert** in reading writing and **Good** in speaking & understanding.

**Urdu, Hindi** \_\_\_\_\_ Native

## **CHARACTER REFERENCE**

Mr. Mohamed Halawa

Assistant director of front office (Downtown rotana. Manama Bahrain)

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Mr. Abdulwahab Ghulam

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Ms. Megha Vinod

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*Applicant*