**RESUME**



**Mohammad Arif**

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**PROFESSIONAL PROLOGUE**

* A judicious service industry professional with nearly 17 years of experience in Customer Service, Operations, Marketing and Sales building.
* Extensive experience in Front Office, Housekeeping and Hotel operation with Room Sales, conference handling.
* Proven track record of Achieving Targets, service standards and operational Excellence.
* Managing & implementing effective control measures for Cost effective functioning of Team.
* A consistent performer with a proven track record of increasing revenues and streamlining workflow.
* Excellent inter personal, liaison and problem solving skills with the ability to work in multi-cultural environment.

**EXPERIENCE CHRONOLOGY**

* Accomplished professional, proficient in managing Hotel Operation and activities and solving major operational problems while ensuring adherence to standards of excellence & guidelines set in the employee handbook and hotel policies & procedures: Worked with Havelock Island Beach Resort, Andaman and Nicobar Islands as **General Manager Operations from 5th Dec2020 till 14th April,2021**
* **Worked as Room Division Manager** with the Pride Plaza Ahmedabad a 164 Room Five star Deluxe Property since 1st April,2018 till March 2020.
* Worked with Pride Hotel Nagpur and Pride Plaza Hotel Ahmedabad as **Front Office Manager** from 6th Oct, 2015 to 31st march, 2018. Promoted and Transferred to Pride Plaza Ahmadabad.
* Worked with Mansingh Palace Hotel Agra (97 Rooms, 2 Banquets and 2 F&B Outlets 5 Star Property) as **Front Office Manager** from 25th November, 2013 till 4th October 2015 .Joined Mansingh Palace Agra as Assistant Front office Manager on 25th November 2013, Promoted to Front Office manager in August 2014.
* Worked with Howard Plaza Agra, Formerly Howard Sarovar Portico (A Sarovar Group of Hotel), Agra as **Assistant Front Office Manager** from 15th Jan 2012 till 17th Nov 2013.
* Worked with THE PICCADILY LUCKNOW (106 Room 5 Star Property) as **Assistant Manager** **Front office** from 3rd March 2010 till 22nd September2010
* Worked with Dynasty Guwahati (86 Room Four Star Property) As **Duty Manager** from 1st July 2009 to 28th Feb 2010.
* Worked with AAMBY VALLEY PUNE a 350 Rooms Five star Resort as **Front Office Cashier** from 16th Feb 2008 till 15th June 2009.
* Worked with JAYPEE PALACE HOTEL & CONVENTION CENTRE, AGRA 350 Rooms 5 Star Deluxe Property as **Hospitality Assistant & Department Trainer** from 10th September 2004 until 8th Feb 2008.

**Present Work Profile:**

* Responsible for overseeing the daily operation of housekeeping and front office departments for 164 room Pride Plaza Hotel Ahmedabad.
* Coordinated communication throughout rooms department to effectively manage high occupancy turnover.
* Mentored and developed Front Office Manager and Executive Housekeeper alongside 2 Assistant Managers 4 Executive and 4 supervisors in each department.
* Created weekly schedules for housekeeping department Directed over 100 employees in Front Office, Housekeeping, Bell Desk, Pool, Reservations, and Transportation departments
* Coached managers and employees to create experiences of a lifetime for guests.
* Audited housekeeping, front desk, pool, and bell desk operations to meet brand standards
* Forecasted and administered rooms budget of over 17 Cr.
* Providing escalation support for all corporate / consumer clientele interacting with client leadership teams for event strategy planning & execution.
* Promoting room sales by way of packages and special tariffs & Revenue Management’s tools.
* Managing Hotel room inventory in terms of portals reservation & working effectively on .G.D.S.
* Generating massive business support from agents by offering FAM groups.
* Co-coordinating with the Group Leader & emphasizing to convert the plan for groups & offering discount on F&B to promote F& B sale.
* Stress on more value added service to corporate - in order to have them as repeat clientele.
* Room implementation as well as P&L responsibility
* Ensuring effective compliance with standard billing & operational procedures
* Daily briefing / de-briefing of front office and Housekeeping staff Imparting training to the staff to ensure superior guest service.
* Coordinating with Sales Department in formulating Seasonal Packages, Corporate rates, Far-east rates, special events, etc.
* Formulating itinerary for conferences and groups.
* Interacting & dealing with Travel Agents & Corporate Companies.
* Maintain a proactive and harmonious relationship between the Room Division & other departments by ensuring effective and timely communication between all areas of responsibility.
* Act as Collateral between the hotel & Clients
* Providing information about the hotel facilities to the client and coordinate with FAM groups for both Indians & Foreigners. Providing Room & F&B rates to the clients. Follow-up & Co-ordinate with client & inter department.
* Preparation &Distribution, Implementing Checklist for the Conference, Gala Dinner, Handling Last Minute reservations.
* Instilling the Training philosophies of the company and working closely with the Training Manager developing Departmental Trainers, ensuring that all Managers and Supervisors take an active role in the training and development of employees; developing and assisting with training activities focused on improving skills and knowledge.

**Internship / Trainings Undertaken**

Successfully completed the training / internship to enrich the knowledge base:

6 months industrial training in JAYPEE VASANT CONTINENTAL a five star property, New Delhi in 2002.

**Academic Credentials**

3 year Diploma in Hotel Management - from Govt. Institute of Hotel Management & catering technology Dehradun 2001-2004.

Pursuing BBA from Venkateshwara Open University.

**Technical Proficiency**

Ids based software knowledge (version 6.1.160/6.1.174), Fidelio based software knowledge (6.12 version), Opera based software knowledge (4.0, 5.0 version) Windows XP, Internet Applications Etc.

MS office tools.

M-Power for Evaluating Profit & Loss

R-Like, Rep-Up, Shaw Man and Cansys for Guest Relation Management.

**Personal Details**

Date of Birth: 04/07/1982

Father’s Name: Mohammad Farooq.

Marital status: Married

Contact Address: 5-Rajeev Nagar sector 11

Indiranagar Lucknow.

Mohammad Arif.