**Nehad Taufiq Mohammed**

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**Hospitality Industry Professional ⦁ Operations Management**

**20+ years’ rich experience** in delivering optimal results & business value in high-growth environments

**PROFESSIONAL VALUE OFFERED**

* A High Energy, result driven, customer-centric Operations Manager with excellent professional credentials and extensive experience in the Hospitality Industry, with expertise in overall management, planning, execution, training, customer service and management of international hotels seeking a leadership role in a world class hotel.
* Comprehensive knowledge and a strong background in Front Office and Lobby management, public relations, and business development, to general administration, HRM and customer relations.
* Proven ability to successfully increase efficiency, achieving benchmarks in business enhancement, improving customer service and driven by a passion for achieving high quality at work.
* Possess strong organizational, leadership, decision making, mentoring & relationship management skills while maintaining high standards of personal performance and professionalism with ability to relate to people at any level of business and management.

**KEY COMPETENCIES**

**Hospitality Domain ~ Key Client Retention ~ Business Development ~ Customer Service ~ Event Planning & Execution ~ Training & Development ~ Team Building ~ Quality & Service ~ Operations Management**  **CAREER PROGRESSION**

**Theory 9 Serviced Apartments Nov 2019 till date Jan 2021**

**Operations Manager-**

**Responsibilities:**

* Proven ability of delivering value- added customer service and achieve customer delight by providing customized services as per requirement of the client.
* Responsible for developing and improving business, deeply involved in strategic planning, helping operations team in resolving their issues related to project and sites.
* Having leadership qualities to handle large number of employees of different ethnic backgrounds.
* Identifying and imparting the right training, service excellence and team work; support the service staff to attain service excellence.
* Directly responsible for the operations of the Front Office, Guest Services, Housekeeping, Security, the Food and Beverage Department.
* Displayed competent customer service abilities when conversing with clients about concerns and problems, while effectively diffusing tension and addressing the issues at hand.
* Handling their bookings through different portals also looking into the rate comparison, opening or closing of the site depending on the occupancy of the hotel.

**Responsibilities as a Operations Manager**

* Managing the front office, reservation desk, to appoint skilled and trained staff, handle complaints, and ensure adherence to the policies and procedures of the hotel with special emphasis on the orientation of new employees and training them.
* Ensure proper image is being maintained by all team members with respect to grooming, uniform standards and to ensure that all are well informed of the department objectives and policies.
* Support and participate in all hotel programs, promotions and to notify all the department of any fluctuations in business levels, special guests and groups to ensure maximum cooperation, productivity, morale and guest service.
* Preparing of necessary forecasts by working closely with the reservations department, the sales to maximize occupancy, rate and revenue.
* Maintaining contacts with corporate clients, return guests, group contacts to provide maximum personalized guest service by displaying a high degree of professionalism and integrity.
* Making suggestions for improvement in overall operations with an emphasis on increasing guest satisfaction, revenue and reducing costs.
* Respond properly and take active role in any hotel emergency or safety situation, as well as to ensure proper control and instructions of said emergency procedures to the rooms division and conducting mock drills.
* Manage all administrational duties as specified by the company, monitoring and analyze the payroll of the department to ensure maximum effectiveness towards guest’s services while realizing full profit potential.
* With destinations weddings in demand in present time, meeting the guests who come with enquiry for such occasions, suggesting them what would be best for them and their guests and making sure everything is taken care of from the start to the end of the function.
* Handling reservations for shootings of movies, serials, etc, ensuring smooth completion without inconveniencing the hotel guests.

**Achievements**

* Bagged a contract worth Rs. 2.55cr from the organizers of NACH BALIYE Reality Show – 2015 , for the Resort Hotel, Malad
* Got other business for the organization through personal connections like, events, weddings etc**.**

**PRIOR EXPERIENCE**

**HOTEL The Caliph, Powai Operations Manager Jan 2018 till – Oct 1919**

**Indian Adventures—Dandeli Resort Manager- Feb 2017- Dec 2017**

**Whiskers Infracare, Mumbai Regional Manager- Operations Aug 2016- Jan 2017**

ba2fc1a472143fa3db0394b8333f9406_090718041440 **THE RESORT, Mumbai Lobby Manager to Front Office Manager Jul 2009- March2016**

 **HOTEL RITZ, Mumbai Manager Front Office Jul 2007 - Jun 2009**

ba2fc1a472143fa3db0394b8333f9406_090718041440 **THE RESORT, Mumbai Sr. Lobby Manager Dec 2004 – Jul 2007** **ROYAL PALMS GOLF AND COUNTRY**

**CLUB, Mumbai Resident Manager May 2001 – Nov 2004**

 **HOTEL THE RETREAT, Mumbai Lobby Manager Apr 1999 – Apr 2001**

691_bawainternational **HOTEL BAWA INTERNATIONAL, Mumbai Lobby Manager Jun 1998 – Jan 1999**

**ROYAL RESIDENCE, Abu Dhabi, U.A.E Duty Manager Feb 1997 – Mar 1998**

**ZAKHER HOTEL, Abu Dhabi—U A E Front Office Supervisor Jan 1992 – Jul 1996**

**HOTEL BALWAS INTERNATIONAL, Mumbai Front Office Receptionist May 1989 – Oct 1991**

**STRENGTHS AND SKILLS**

* Recognized as a Performer who can handle difficult assignments and turn around operations.
* Ability to thrive in a fast-paced environment that involves managing multiple tasks simultaneously.
* Confident, ability to work with multi-cultural teams and carry a strong motivation & convincing power.
* Ability to turn a guest complaint to a guest wow experience, good at guest relations.
* Billing knowledge, knowledge of service recovery, rostering for the entire department.
* Wear a genuine smile all the time, well aware of professional body language.

**ACADEMIC CREDENTIALS**

* **Diploma in Hotel/ Restaurant Management through ICS International, U.S.A**
* Graduated through Bombay University in the Faculty of Arts, majoring in Economics Apr 1994
* Passed Higher Secondary School Certificate Exam through Wilson College Bombay, Mar 1989
* Passed Central Board State Examination through Abu Dhabi Indian School, Mar1986
* PG Diploma Course in Hotel Management from Management Studies Promotion Institute, New Delhi.

**PERSONAL INFORMATION**

**Address: 2B, 23 Nalanda Apts, Opp. Manali Building, Evershine Nagar, Malad West, Mumbai 400 064**

**Languages Known:** English, Hindi, Marathi and Arabic

**Date of Birth:** 25th November 1967

**Marital Status:** Married

**References:** Can be furnished on request