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Availability: Within 1 month

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Motivation

Extensive experience in the Hospitality industry result-oriented operations leader with over 14 years of experience in international luxury hotels. Strong analytical and problem solving capability combined with a solid understanding of financial plans. Vastly exposed to multi-cultural work environments and strive to cultivate a company culture in which employees feel confident and passionate about their job, enabling new ideas that drive company growth. Dedicated to continuous process improvement in the face of rapidly evolving markets and proactive in finding revenue driven initiatives and cost-effective solutions.

Summary:

- Plan, coordinate and direct business operations to ensure the achievement of company revenue goals and documentation of expenses
- Develop, outline and implement plans and strategies to increase the profitability of company products and services
- Develop and initiate strategies to maintain employee productivity, evaluate performance and improve the quality of products and services
- Document and provide employee, business and expense reports to senior-level management
- Provide feedback and make recommendations that increase the success of marketing efforts and the effectiveness of current marketing strategies at reaching target markets
- Schedule and lead staff meetings to discuss updates, issues, feedback and to create solutions to issues that come up within the company's operations
- Train, guide and mentor employees and evaluate their performance and productivity in completing their job duties, Assist human resources in recruiting, hiring, training and evaluating employees and ensure staff complies with company policy and procedures.

Professional Experience

Assignments

March, 2020- Ongoing / General Manager (pre-opening) at Jumeirah 4 star Hotel (Pakistan)

Role & Responsibilities:

Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, and/or distribution of products.

Manage staff, preparing work schedules and assigning specific duties.

Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.

Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary.

Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.

Monitor businesses and agencies to ensure that they efficiently and effectively provide needed services while staying within budgetary limits.

Oversee activities directly related to making products or providing services.

Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.

Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand.

Direct non-merchandising departments of businesses, such as advertising and purchasing.

Recommend locations for new facilities or oversee the remodeling of current facilities.

Plan store layouts, and design displays.

Jumeirah Hotel 4 star joined as Director Room Division (Pre-Opening) From December 2018 till February 2020.(Pakistan)

Roles & Responsibilities:

Developed strategies for rooms operations that supported achievement of the hotels goals.

Operated room division in accordance with jumeirah standards of operations.

Implemented operating procedures and standards that support employees in their effort.

Set up objectives for each department supervisor within the rooms division controls cost by adhering to standards.

Recruited and select qualified candidates and train them in customer service.

Provided employees with the orientation and training needed to understand expectations and perform job responsibilities.

Helped GM and Owners performing turnovers for other properties.

Collaborated with Revenue Manager to implement strategies for maximizing hotel room revenues and occupancies.

Managed room revenues and occupancies while analyzing day-to-day statics using reserve, Eflex, and weekly strategy meetings.

Hired, trained and groomed new associates to meet and exceed 5-star service standards through regular role-plays, test and observation.

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Pearl Continental Hotel Lahore 5 star (603 rooms) as Assistant Front Office Manager from January 2018 till October 2018. (Pakistan)

Roles & Responsibilities:

Customer Satisfaction (Guest Feedback, Social Media Review).

Financial Performance (Up selling, Room Revenue, Operation Auditing).

Showing Initiative, Problem Solving, Staff Training, Team Leading.

Manages and motivates the Front Office team in order to provide a high standard of service for customers.

Welcomes guests and fosters customer loyalty through his/her friendly manner.

Develops high quality relationships with guests throughout their stay.

Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a fast solution.

Monitor all executive floor executives to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.

Review arrival list for all arrivals and VIPs to check room allocations, amenities and special requests. Prepare monthly and daily revenue report and circulate to all HOD's.

Prepare Room revenue and occupancy forecast take action on rate strategies.

Novotel & Ibis World Trade Centre Dubai 4 star (412 rooms) as Assistant Front Office Manager from November 2013 to Dec 2017. (Dubai)

Roles & Responsibilities:

Customer Satisfaction (Guest Feedback, Social Media Review).

Financial Performance (Up selling, Room Revenue, Operation Auditing).

Showing Initiative, Problem Solving, Staff Training, Team Leading.

Manages and motivates the Front Office team in order to provide a high standard of service for customers.

Welcomes guests and fosters customer loyalty through his/her friendly manner.

Develops high quality relationships with guests throughout their stay.

Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a fast solution.

Oversee and supervises guest arrivals and departures with the front office executive and duty managers.

Provide high level of customer service and maintain a high profile in the day to day front office operations.

Ensure that personalized service is offered to each and every guest.

Ensures that the pricing policy and internal audit procedures are duly applied.

Supervises the management of debtors, group and individual guest invoicing and cash operations.

Monitor all executive floor executives to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.

Prepare monthly and daily revenue report and circulate to all HOD's.

Prepare Room revenue and occupancy forecast take action on rate strategies.

Is involved in recruitment of new team members for front office.

Time Hotels (Dubai) Joined as GSA PROMOTED Front Office Supervisor from October 2010 to Oct 2013. (Dubai)

Roles & Responsibilities:

Courteously and accurately answers inquiries from potential guests and accepts hotel reservations.

Responds to telephone and in-person inquiries regarding reservations, hotel information and guest Concerns.

Supervise daily shift process ensuring all team members adhere to standard operating procedures. Train, direct the work of, resolve issues/problems and coach and counsel the front desk team members to ensure a quality operation.

Allocate rooms to expected arrivals after checking the guest's preferences and special requests.

Build strong relationships and liaise with all other department's especially housekeeping, reservations etc.

Operates the EPBX equipment, including, assisting incoming & outgoing calls, setting wake-up calls, enabling DND (Do Not Disturb) and paging for in-houseguests.

Controls cash transactions at the front desk and maintains complete responsibility for personal bank as specified by hotel bank agreement policy.

Supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests.

Assist all departments in servicing the guests during high volume periods.

Takes responsibility in the absence of the Duty Manager / Front office manager

As a supervisor you will be a role model, sharing your expertise and continually inspiring the front office team.

Holiday Inn al Barsha (Dubai) as Waiter June 2009 till September 2010

Roles & Responsibilities:

Greeting guests and taking drink and food orders

Staying attentive to the needs of guests in the dining area

Delivering food from the kitchen to the guests

Ensuring the food order is made correctly by kitchen staff and looks presentable for guests following health code standards with regards to the handling of food

Performing shift duties like delivering racks of cups to the service station, rolling silverware, pre-bussing tables, wiping tables and removing debris and more.

Achievements:

- Achieved highest NPS score which is 15/15 since 2010. (Accor)
- Achieved highest mystery guest score 92 % from 83 % since 2013 and 91 % in 2014 (Accor)
- Achieved certification on success full completion of first Aid errand on job skill Trainer (Accor)
- Second highest enrollment for le-club in the Mena region (Proud ambassador of LeClub (Accor)
- Earned A Certificate of Excellence Trip Advisor 2018 Pearl Continental Hotel Lahore
- Earned A Certificate of Food Safety and Halal Food Authority From Govt of Pakistan

Education

Undergraduate Studies: 2004-2007 | University of Punjab | Pakistan

- Bachelors of Commerce, university degree program with emphasis on Economics & Financial Accounting

Languages

English – Absolute fluency | Arabic – Basic proficiency; learning | Urdu– Native language

References

- General Manager: ROOMY signature Hotels Islamabad
Mr. Qaim qazi : +923008498945 , Email :Qasim@roomy.pk
- General Manager: Regalia Hotel Islamabad
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