**Riasat Sadiq**

**Mobile #:** +92 3479630601

**E-mail:** Riasatsadiq2014@gmail.com **Address:** House No 138/5 Abbottabad

# Carrier Objective & Personal Statement

I’m courteous, polite and well-spoken. I’m highly efficient and have excellent organizational skills. Possessing a good team spirit, deadline orientated and has a passion for providing the highest standards of service to the customers. I’m helpful and approachable but also commercially minded and having the ability to promote facilities and maximize sales opportunities at all the time. I’m a quick learner & absorb new ideas, communicate clearly and effectively and also find suitable solutions to meet the needs of guests.

Keen to find a suitable position within an ambitious organization where I will be able to continue to wide my work experiences & explore my abilities.

# Working Experience

**Shift**

**Supervisor**

**June 26**

**th**

**2019**

**to**

**till date**

**Front Desk**

**Officer September 2018 to 26**

**-**

**June**

**-**

**2019**

**Job Description:**

* Ensure all working areas are neat and clean and Front Desk associates are well groomed.
* Ensures that all VIPs’ arrivals preparation is completed. Supervises and double checks on VIP room allocations, arrival time and courtesies accorded to the VIPs.
* Organizes and supervises effectively all personnel Reception & ensures the smooth operation of the section.
* Informs the FOM / AFOM / Duty Manager immediately of emergency situations requiring management representation, such as fire and accidents.
* Takes actions within his responsibilities on credit problems, billing instructions and cash paid outs in the absence of Duty Manager
* Maintains the daily checking of the “Over Credit Limit Report” and informs the Duty Manager of any difficulties in the collection of deposits or payments.
* Check the reservation file for special billing instructions, messages or letters for expected arrival guests.➢ Handle all group arrivals and closely monitors preparations and billing instructions of such groups.
* Double checks and investigates all room numbers which appear in the Housekeeping Room Discrepancy Report. Then informs the Assistant Manager for necessary actions.➢ Respond and take action on guest complaints and problems.

**Academic Qualification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Graduation**  | **2019**  | **AIOU**  | **Completed**  |
| **FSC**  | **2013**  | **BISE Abbottabad**  | **Completed**  |
| **Matriculation**  | **2011**  | **BISE Abbottabad**  | **Completed**  |

**Professional Competencies**

**IT Skills:**

Microsoft Office (MS Word, MS PowerPoint)

Internet Browsing & Searching, Software Installations

Working Experience on Munshi9 and Munshi10 **Munshi Property Management Software:**

Reservations Operations

Rooms Management (Housekeeping)

Front Desk Operations (Check-In, Check out &

 Cashiering)

# Languages

**English:** Writing, Reading and Speaking Fluent

**Urdu:** Writing, Reading and Speaking Fluent

**Punjabi:** Writing, Reading and Speaking Fluent

# Professional Skills

* Proven ability to manage multiple projects/activities in a dynamic fast pace environment.
* Fluent in English, Urdu, and writing and spoken.
* Highly Efficient in Communication and Presentation skills.
* Experience handling Internet, e-mail, Outlook Express, windows etc.
* Sufficiently competent in using MS Office 2010 and 2007.
* Huge capacity for hard work and desire for learning.
* Good analytical skills and the ability to proactively discover process issues and problems ▪ Ability to work independently and team player.
* Ability to work on multiple projects
* Strong organizational, multi-tasking, and time-management skills ▪ Ability to work and perform under pressure and be highly adaptable.
* Management of Logistic team.

# Awards & Certificates

**Budget Achievement Certificate February 2019**

**Employee of the Month Certificate March 2019**

**Certificate of Recognition**

# References

Reference should be furnished on request.