



Muhammad Attaullah

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Executive Summary

Dedicated, resourceful and experienced in Hotel Management, having 4 years of experience as **Front Desk Agent** and 2 years as **Front Office Supervisor**. Seeking for a highly motivating position in a well establish organization, which enhance my skills and cherish my career, I can adopt in different work style, fast thinker, quick learner, and a fast-motivated player, willing to work hard and able to work longer hours, cheerful, pleasant with good personality and good communication and Interpersonal skills.

Expert In

- ▶ Customer Satisfaction, Guest feedback, Social media Reviews, inquiries of Guest Complaint.
- ▶ Showing initiative, problem solving, staff training and team leading.
- ▶ Manages and motivates the Front Office team to provide a high standard of service for customers.
- ▶ Develops high quality relationships with guests throughout their stay.
- ▶ Handles any guest complaints or issues that cannot be settled by team members and provides a fast solution.
- ▶ Review arrival list for all arrivals and VIPs to check room allocations, amenities, and special requests.
- ▶ Prepare Room revenue and occupancy forecast act on rate strategies.
- ▶ Supervise daily shift process and make sure that all front office staff is well presented.
- ▶ Resolve customer issues and complaints in a quick and efficient manner to maintain a high level of customer satisfaction and quality service.
- ▶ Cross check that all billing instruction is correctly updated.
- ▶ Supervises the management of debtors, group and individual guest invoicing and cash operations.
- ▶ Ensure that the pricing policy and internal audit procedures are duly applied.
- ▶ Build strong relationship with all the departments especially housekeeping and reservation.
- ▶ Ensure that team members have full knowledge of hotel products, services facilities, events, pricing and policies and knowledge of local area.
- ▶ Have good knowledge of all system and standard operating procedures of front office.
- ▶ Ensure safety procedures and reporting suspicious activity to Front Office Manager.

Professional Experience

- **Cluster Front Office Supervisor/Acting Duty Manager**
The Act & 72 Hotel Sharjah
July 2018 till July 2020
- **Front Office Shift Leader**
Al Jawhara Group of Hotels & Apartment Dubai
August 2017 till July 2018.
- **Front Office Assistant cum CID Operator**
Nihal Hotel Deira Dubai
June 2015 till June 2017
- **Front Desk Receptionist**
Best western Hotel Islamabad Pakistan
April 2014 till February 2015
- **Front Desk Receptionist**
Faran Hotel Muree Pakistan
April 2013 till February 2014
- **Computer Skills**
Full knowledge of WINHMS PMS, IDS 6 and Opera
Knowledge of MS Office (Word, Excel, PowerPoint),
MS Outlook, Internet
Microsoft project
Web browsing
- **Technical Training**
In coordination with Technical department, ensure the development of technical training plans so that their skills are up to date with current needs.
- **Personal Attributes**
Visionary & decisive leader, noted for sound, practical & collaborative management style, idea generation, operational and process excellence, creative intellect, and strategic insight to transform business results. Proven ability to lead cross-functional teams to maximize productivity.

Education

► Diploma in Hotel Management

Federal Institute of Tourism and Hotel Management Islamabad
Pakistan (2014)

► Certificate Dubai Way Level 2

Department of Tourism and Commerce Marketing Dubai (2018)

► Intermediate

Board of Intermediate & Secondary Education Mardan, (2011)

► Matric

Board of Intermediate & Secondary Education Mardan, (2009)

Personal Details

Father's name : Hassan Ahmad
Religion : Islam
Date of Birth : 20-04-1994
Nationality : Pakistani
Marital Status : Married
Passport No. : AL1492482
Driving license : Valid UAE Driving license
Visa Status : Visit Visa

KEY SKILLS:

- Hard worker
- Trainer
- Leadership
- Team building
- Presentation Skills
- Sales Experience

COUNTRIES OF WORK EXPERIENCE:

- Pakistan.
- United Arab Emirates.

LANGUAGES:

English → Reading/Writing & Speaking Excellent
Hindi → Reading/Writing & Speaking Excellent
Arabic → Reading/Writing & Speaking Excellent
Persian → Basic Speaking.