

Professional Summary

Dedicated hotel general manager with more than 7 years of experience providing clients with the highest degree of hospitality and customer service by ensuring that facilities meet and exceed expectations. Strong leader possessing outstanding work ethic and integrity, always dedicated to meeting budget and meticulously documenting financials. Manages by leading and showing staff the rewards of pushing past their own expectations to provide the best work possible.

Skills

- Excellent manager who leads by example and through instilling confidence in staff, leading to higher productivity and better client satisfaction.
 - Skilled in the principles of administration and management in the service industry, including strategic planning, production methods, human resources, and the coordination of people and resources.
 - Critical thinker who uses logic and reason to identify and evaluate situations and their alternative solutions.
 - Strong communication skills that allow me to easily determine guest and employee concerns.
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Work Experience

Hotel General Manager

Apr. 2016 till Oct. 2020

The Posh Hotel ***

(McLeodganj – Himachal Pradesh, India)

- Manage 99 rooms property and a fine dining restaurant.
- Oversee all hotel activities, including hiring and firing, supervising employees, and training staff of more than 50 employees.
- Developed and saw hotel-wide renovation project through to completion while staying within budget and time-frame.
- Recruiting, training and supervising staff.
- Planning maintenance work, events and parties.
- Handling customer complaints and queries.
- Ensuring compliance with health and safety legislation and licensing laws.
- Ensure highest standards of professional services to all guests.
- Create brand image for the hotel.

Restaurant & Reservation Manager

Jan. 2014 till Feb. 2016

Hotel Pink House & Café Detour Restaurant

(McLeodganj – Himachal Pradesh, India)

- To deal efficiently and politely with all telephone, email, internet and 'in person' enquiries.
- To create daily floor sheets detailing reservations.
- Managed different areas of restaurant operations such as customer relations, vendors' relations and inventory control.
- Specialized in training and motivating new staff regarding their work and responsibilities.

- Monitored cooking staff closely to ensure adherence to required standards in terms of quality and safety.
- Scheduled working hours of staff and rotation of shifts.
- Assisted the customers in answering their queries regarding food quality and service.
- Created new menu formats keeping in mind customer preferences & searched the market regarding new dishes and recipes or latest trends in restaurants that could help improve business.

Cashier

Dec. 2011 to Oct. 2013

Café Aladdin BBQ & Grills Restaurant – India

- Welcome customers and help determine their orders.
- Process customer orders and record them in the restaurant database.
- Accept cash and return the correct change.
- Tally money in the cash drawer at the beginning and end of each work shift.
- Place food orders in the appropriate bags and boxes.
- Respond to customer inquiries, issue receipts, and record customer suggestions.

Showroom Incharge

Mar. 2011 to Oct.11

Bin Dhahi Trading LLC – Dubai

- Effectively manage the 'day to day' operational infrastructure for the business.
- Responsibility for the overall administration of the Showroom.
- Train the associates, staffs and make sure they are executing the plan properly.
- Perform the responsibility of a Showroom In charge to analyze sales and plan the deliverables according to it.
- Maintain stock in showroom.
- Reporting daily to manager on a frequent basis.

Education

Bachelors in Computer Applications

Barkatullah University – India

Technical & Linguistic Skills

- Proficiency in basic use of computer applications & Internet.
- Good speed of English computer typing.
- Good knowledge of computer applications.
- Fluent in English, Urdu & Hindi

Personal Information

Marital status	-	Single parent with one child
Date of birth	-	11-05-1981
Nationality	-	Indian
Visa type	-	Visit Visa
Visa expiry date	-	25 January 2021

Hobbies & Interests

Travelling, Interact with people, Gardening, Fishing

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