

# Sainaba Arshad Mohammed

308 Bldg. 255, Street 13, Discovery Gardens, Dubai

Marital status: Married

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## Career Summary

A well-presented, highly personable and efficient person with an ability to work independently in a changing and multi- tasking environment. Collaborate cross- functionally across organizational levels to build consensus, track benchmark achievement, and troubleshoot emerging issues. Progressive and consistent success in driving colleague & guest engagement, product & service quality and growth in brand equity. Awarded “EMPLOYEE OF THE YEAR-2012”

## Professional Experience

### **Assistant Manager – VIP**

One & Only Royal Mirage Resort

January 2007- October 2020

My 13 years of expertise in Hospitality Industry started as Junior Pool Host in 2007 and was promoted to Butler Service in Executive Lounge (Gold Club) and become Head Host and Gold Club Coordinator and then to Assistant VIP Manager.

- Working closely with the Resident Manager of the resort for a major refurbishment and conversion of 30 rooms into 15 suites to enhance the positioning of the resort within the luxury market.
- Full ownership for and coordination of reservations, responding to emails, processing payments and working with the team to ensure an efficient & smooth transaction process for guests.
- Create and implement the strategy for ensuring that daily, weekly and monthly targets are being achieved and maximizing all opportunities.
- Fully overseeing & coordinating the exceptionally friendly, professional, and efficient arrival, greeting and account settlement for all hotel VIP guests
- Interacting with VIP Guests to aid and ensure guest satisfaction and any problems are promptly identified and dealt with.
- Lead, engage and motivate to create a high level of performance within the VIP section & team
- Working closely with Human Resources to ensure recruitment targets are met and training plan for the team member be delivered with all staffing levels met at the team working to a clear and consistent plan.

- Plan the budget for the department and closely monitoring the amenities provided to resort guest.
- Meet suppliers for propose amenities and present to Director of rooms or Managing Director for approval
- Always promote the brand image through the duties carried out with good communication and customer service

### **Educational Credentials**

#### **KITCO-IITM**

M.G/Road, Cochin, Kerala, India  
 Diploma in Hotel Management,  
 2006 Graduated with 2<sup>nd</sup> class.

### **Highlights of Qualifications**

- Huge experience in managing VIP customers, monitoring all front desk activities of luxury resort and developing various VIP strategies.
- Expertise in VIP management.
- Operational knowledge of MS office applications.
- Immense ability to work with various genres of VIPs.
- Ability to maintain confidentiality of VIP guest.
- Flexible to adapt any changing circumstances.
- Team building skills

### **REFERENCE**

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