

MUHAMMAD HAMZA

Personal Profile



Hotel front desk officer with demonstrated expertise in registering guests, allocating rooms, and accommodating special requests. Adept at verifying guests payment methods and leading them through payment procedures in a smooth manner.

Personal Details

Cell: +974 3321 6520
Email: Hamzamuhammad@outlook.fr
Nationality: Pakistani
Marital Status: Single
Visa Status: Resident

Education:

- ADP (Accounts & Finance) (In progress)
- Higher Secondary School Certificate (2019-2020)
- Matriculation (2017-2018)

Experience

Receptionist: ACCOR Hotels - Global Sports Event Doha (Qatar) June 2022- Present

- Registering and processing check in for all arrivals.
- Handle guest checkouts efficiently and professionally.
- Directed front desk operations with focus on hotel reputation, staff productivity and operational efficiency.
- Fulfilling guest request and liaising with the department concerned to ensure immediate follow up.
- Greeting guests, dealing with guest requests to ensure a comfortable and pleasant stay.

Sales Executive: Qalb Al Madina Transport LLC

Dubai, United Arab Emirates: 2022 (05 Months)

- Collect Sales Reports, Production Reports & Analyze.
- Negotiation & Finalization of Distributors & Parties.
- Recommendations on how to improve the controls.
- Communicate effectively and use information.
- **Receptionist: (Front Office Service) Hotel Javson**
2019-2021 (Sialkot, Pakistan)
- Managed and ensured smooth check in and check out of customers.
- Responsible for accurate counts and guest billing process.
- Supported numerous customer service and administrative functions.

Key skills

KNOWLEDGE OF

- Teamwork
- Objection Handling
- Communication
- Strategic Planning
- Collaboration
- Presentation
- Hospitality
- Multitasking

KEY COMPETENCIES

- Active Listening.
- Excellent interpersonal skills.
- Complaint handling skills.
- Technology Expertise.
- Physically dexterous skills.
- Self-motivated.
- Time Management Skills.

PERSONAL SKILLS

- Hospitality services.
- Hotelogix PMS
- Opera PMS
- Rooms division management.
- Staff management
- Negotiation
- Strong written and verbal communication.
- Key Management
- Microsoft Office
- Customer satisfaction

CERTIFICATES

- Hotelogix: Front Office
- Hotelogix : Guest Service
- MS Office
- 2020 certified front desk representative from the Hotel Javson.

HOBBIES AND INTERESTS

- Learning new skills
- Volunteering
- Travelling
- Reading

REFERENCES

Available on request.

DATE OF BIRTH

05-NOV-2002