

# NASEEH SAYED

nashbaboos007@gmail.co

m Mobile: +91

9061916046

WhatsApp: +91 9061916046

Visa Status: No



## OBJECTIVE:

Seven Years Of Solid Experience In The Fields Of Hospitality And Hotel Management Including Experience In Marketing, E commerce, Sales And Executive Management. a Key Team Member With Strong Leadership And Ability To Work Under Pressure. Trilingual With Fluent Verbal And Written Skills In Arabic, English,Hindi Languages.Experienced In Dealing With Different Cultures And Nationalities. Effectively Oversees Complex Hotel Operations And Handles Complaints To Ensure Constant And Consistent Customer Satisfaction.My Ability Of Quick Learning, Dedication And Willingness To Take Responsibilities Have Always Put Me As An Important Asset Of An Organization. i Am Eager To Learn & Be Trained To Perform Task Given Both As An Individual As Well In Group.

## CAREER CONTOUR:

**Manager-Front Office,hotel Reservations,Sales,Hotel Operations**

**Duration: April 2018 – Present**

**Job Role:** Sales & Operation  
**Employer:** Hotel Great Jubilee ,V NK group  
**Reporting to:** Corporate General Manager

## Main Responsibilities:

In Addition To Sales Duties i Was Assigned To Take Additional Responsibilities As Marketing Coordinator Incharge.Responsibilities Included Set New Marketing Department In The Hotel Through Developing And Implementing Marketing Plans To Generate Higher Revenue And Awareness About Different Facilities

Work With Revenue Team To Ensure Third Party Online Travel Agency Websites Have Correct Content, Images And Explore Marketing Opportunities

Develop New Products And Assist With Maximizing All Channels To Drive Additional Upsell Revenue Opportunities

Develop And Manage Content Plan For Hotel To Drive Guest Visits

Work Closely With The Corporate Hospitality Marketing Managers, The Media Team, And Other Internal Partners To Execute Company-Wide Promotions

Administer All Operations Of Front Desk Operations Such As Online Inventory ,Concierge Service And Guest & Travel Agent Relations.

Maintain Records Of Room Inventory For Facility And Ensure Optimal Level Of Customer Satisfaction.

Monitor All Activities Of Front Desk On Everyday Basis And Ensure Compliance To All Policies And Procedures To Maintain Exceptional Quality Of Services.

Supervise All Account And Finance Related Processes Such As Payroll To Ensure Timely Payment.

Hire And Train New Front Desk Associates In All Hotel Policies And Procedures And Everyday



Activities.

Maintain Records Of All Data And Forecasts Arrival And Departure Of Guests On An Everyday Basis And Ensure An Effective Night Team To Ensure Smooth Operations.

Analyze All Guest Complaints And Requests And Ensure Timely Resolution For All.

Supervise Working Of All Team Members And Ensure Achievement Of All Front Office Objectives According To Quality Standards.

Prepare Front Office Schedule And Ensure Compliance To Same And Get It Approve By Director Of Front Office.

Participate In Various Educational Seminars And Evaluate Front Office Operations And Recommend Changes If Required.

Monitor All Guest Ratings And Comments For Hotels And Evaluate Same To Improve All Services.

### **Purchase executive & Customer Care,**

**Duration: June 2014 – Oct 2017**

**Job Role: Purchase**

**Employer: Shurooq Yara Trading Co, Saudi Arabia**

**Reporting to: Operation Manager**

#### **Main Responsibilities:**

Monitor Inventory Stock \* Negotiate with Suppliers

Prepare Purchase Orders \* Resolve Order Problems

Update and File Records

Ensure about the cost, quality and availability of product before purchasing

Maintain and update all sales and purchasing reports for forecasting and cost tracking

Discussed account details with customers and recommended products and services to them based on listening to their needs and interests.

Solved problems with billing, service or product quality issues customers called about by making referrals to the appropriate supervisor, investigating billing details or scheduling service appointments.

Trained and supervised 2 new employees, ensuring they maintain fastidious attention to detail

Communicated with customers to ensure product understanding, answer questions, and facilitate conflict resolution.

### **Assistant Front Office Manager**

**Duration: Oct 2010 – May 2013**

**Job Role: Sales Head/ Front office Operation**

**Employer: Hotel Marina Residency**

**Reporting to: Operation Manager/General Manager**

#### **Main Responsibilities:**

Reviewed Daily Listings Of Reservations To Look For And Correct Booking Errors.

Ensured That Special Accommodations Were Made For Guests When Appropriate.

Performed Check Ins And Check Outs Of Guests As Needed.

Followed Up With All Guest Comment Cards Via Email, Mail, Or Telephone And Provided Any Necessary Service Recovery.

Monitors Payroll On a Daily Basis To Ensure The Maximum Productivity While Staying Within Budget.

Maintain An Inventory Of Vacancies Reservations And Room Assignments

Familiarity With All Day-To-Day Routine Hotel Practices, Including Billing Transactions And Credit And Debit Card Procedures



Assisted In The Daily Maintenance Of Room Inventory Status To Achieve Maximum Revenue.  
Supervised The Activities And The Service Levels Of 5 Guest Service Agents, And 2 Bellmen Attendants Daily.  
Coordinated Activities With Other Hotel Departments In Order To Increase Levels Of Communication And Guest Satisfaction

## **Trainee Management (joys Hotels)**

(Internship Program)

### Main Responsibilities:

- VARIOUS HOTEL DEPARTMENT
- 6 MONTHS TRAINING FROM JOY PALACE HOTEL.- IN ALL HOTEL DEPARTMENT.
- LEARNING INCLUDES-
- OBSERVING THE TEAM HANDLING BY SUPERVISOR.
- TO HELP THE SUPERVISOR AND ASSISTANT MANAGER IN SERVING CUSTOMERS.
- HOW TO MANAGE A PARTY OR EVENT WITH EFFECTIVE MANNER.
- TO SOLVE THE CUSTOMERS PROBLEM.
- UNDERSTANDING THE ADMINISTRATION ACTIVITIES.

### Academic Qualification:

**Bharathiyar university**

**Master of Business administration (perusing, courses completed)**

**Monad University (diantance Education)**

**Bachelor in Civil Commerce 2015 (3 Years Degree)**

**N.I.O.S**

**H.S.C (10+2)**

### Personal Data:

Name : Naseeh Sayed P T  
Father's Name : SaidaliKutty P T  
Date of Birth : 25 March 1986 (Age 32)  
Place of Birth : Al Ain , UAE  
Martial status : Married  
Nationality : Indian  
Passport Details : No: H1029192, Exp: 19-10-2018  
Place of issue : Malappuram ,Kerala, India  
LANGUAG Known : ARABIC,ENGLISH,HINDI,TAMIL,MALAYALAM

