



Abu Dhabi U.A.E.

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PERSONAL DETAILS

Date of Birth : 20/11/1990

Gender : Male

Marital Status : Single

Nationality : Bangladesh

PASSPORT DETAILS:

Passport No : BQ0388349

Date of Issue : 27-09-2017

Date of Expiry : 26-09-2022

Place of Issue : Abu Dhabi UAE

Visa Status : Employment Visa

LANGUAGES:

- English
- Hindi
- Bengali

MOHAMMED KHAIRUL ALAM

OBJECTIVE

High energy hotel staff focused on promoting customer satisfaction through exceptional service. Courteous and professional with dynamic personality, highly successful at juggling multiple priorities at any given time while delivering superb service with a smile.

- Very Energetic result oriented and organized
- Efficient and well-behaved person
- Extremely hardworking self-motivated and able to work independently in a team environment under supervision

WORK EXPERIENCE

Organization : Emirates Palace hotel Managed by Kempinski
West Corniche Road P.O.Box 39999, Abu Dhabi, UAE

Position : Butler

Duration : December 09,2009 to 05th Aug 2020

Duties:

- To make sure that all our guests are happy from their arrival to departure.
- Inspecting/servicing guests rooms {Arrivals/Occupied/vacant rooms}
- Meeting V.I.P guests and gets the feedback from the guest about the service.
- Room orientation/Restaurant reservation/amending flight details etc.
- Respect the company's standards and work according to the standards.
- Update the guests profile and preferences in the Opera.
- To maintain open line of communication and coordinate with related departments to ensure customer requests and complaints are handled effectively
- To take necessary action when required to improve the safety of work areas
- To maintain a discreet conduct at all times and ensure personal information of guests are not discussed with other colleagues.
- To make and recommend to the higher-level management, any suggestions and ideas that could enhance guest and staff satisfaction and quality of service.
- To ensure a full and complete shift handover for the following shift.
- To make sure that my work area is tidy and hazard free.
- Take care of all Khaleej, Khaleej Deluxe, Royal Khaleej, Palace suite room and standard room guests and coordinate all concerned departments to fulfil guest needs and requests.
- Fully aware of the room service and other outlet menu, answer questions on menu selections, communicates with the kitchen regarding menu questions and product availability.
- Takes care of the guests' requests liaise with respected departments; laundry, wake up call, spa bookings, concierge, and any special request etc.
- To provide the welcome drink. Cool drink or hot drink. when guest arrived in the room.
- Royal suite & Palace suite in room food order setup dining table and server food and beverages.
- Assisting Room Service by serving Food and Beverage to our valuable guests.
- Assisting Room Service by setting the tables and clearance for the guests.
- Organizing guests' parties and their special Occasions.
- Celebrating with guests on their special occasion and create wow moments.

REFERENCES:

Mr. Taimur Nawaz

Director of Rooms, One & only resorts.

Mobile: 0060193794022

Email: taimur.nawaz@kerzner.com

Mr. Imran shaikh

Assistant Butler Service manager at Emirates palace hotel

Mobile: +971 56 752 6768

Email:

Shaikhimranmehmood@gmail.com

Organization : Hotel Ashrafee Dhaka, Bangladesh

Position : Waiter

Duration : 05th February 2009 – 04th November 2009

Duties:

- Greet customers, present menus and explain daily specials to customers.
- Relay food and beverage order to the kitchen staff.
- Prepare drinks and food garnishes.
- Remove dirty dishes, glasses and clean tables after customers finishes meals.
- Clean and set up dining areas, refill
- Condiments and stock service areas.
- Excellent communication with customer.
- Previous customer related experience required positive attitude and communication skills commitment to delivering a high level of customer service.
- Flexible to respond to a variety of different work situations.
- Ability to work on my own and as part of a team knowledge of the work area.
- Napkin folding according restaurant standards.

ACADEMIC QUALIFICATIONS

- 2009- Higher Secondary Certificate from Feni South-East Degree College Bangladesh.
- 2007 -Secondary School Certificate from Nizkunjara High School Bangladesh.
- Basic computer skills Certificates in 2009

SKILLS

- Microsoft office MS Word and Excel and PowerPoint
- Opera systems
- Outlook
- Internet
- Team leader
- Team work
- Positive attitude
- Excellent communication with colleague and always ready to help them
- Excellent grooming standards
- Experience in food and beverage department and or industry
- Knowledge of food hygiene regulations.
- Knowledge of the wine
- Prepare a perfect shisha

TRAININGS

- Front Office Essential Training
- Kempinski DNA & Flair Training
- DNA Flair Associates workshop training
- Fire & Life Safety Training
- GHA Discovery Presentation
- Brand Training
- EHS-EHSMS awareness training
- Guest Service training
- Compliance Policies 2017
- Successfully completed Butler supervisor training October 2019
- Successful complete lobster Lnk training

CERTIFICATES

- Certified Butler by Heilbron Hospitality Graduate School of Butlers from Cape Town, South Africa 30th June 2016.
- Have been nominated as the best employee of the month in the month of December 2015 from the Butler Department

- Have been nominated as the best employee of the month in the month of October 2013 from the Butler Department.
- Many guests feedback in Trip advisor and review pro and Ipad {Guest feedback survey}
- Have been the member with the Front Office Department for the successful Gulf Co-operation Council Summit which was held at Emirates Palace Hotel in December 2010.
- Successfully completed the Global Business English Course in 2014.

DECLARATION:

I hereby certify that the above information is true and correct according to the best of my knowledge & experience. If selected, I assure that I would perform to the best of my abilities, early awaiting a Positive response.