**JUNAID KHAN**

49, Roshan Nagar Saweena

Sec 12 Udaipur (Rajasthan)- 313001

India

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**CAREER OBJECTIVE:**

# To join a reputed company, which provides a healthy environment, for young achievers like me to show case my talents and expertise. I am innovative, open to suggestions, responsible, reliable and dedicated.

**COMMUNICATION:**

Good communication skill gained from working on team projects during my course of duty and while Working has involved different roles which have developed negotiation and persuasion skill

**TOTAL EXPERIENCE**

5 Years (Front Office Department)

**PROFESSIONAL QUALIFICATION:**

Completed 3 year Degree (B.Sc.) In Hotel Management form Institute of Hotel Management, catering and tourism, Udaipur Rajasthan- 313001, India in Year 2012 to 2014.

**SUMMARY & QUALIFICATION**

* Exceptional ability to communicate both verbally and written, effectively with guests.
* Considerable knowledge of Microsoft office skills.
* Remarkable ability to identify and resolve problems in a timely manner; develop alternative solutions.
* Great ability to manage difficult or emotional customer situations; respond promptly to customer needs; and respond to requests for service and assistance.
* Profound ability to delegate work assignments; provide recognition for results.

**EMPLOYMENT HISTORY:**

**CURRENT EMPLOYER:**

Working as a Senior Front Office Supervisor for **Amet Haveli (A Heritage Hotel)** 30 Rooms - Since-25 July 2018 to till date.

* Ensures that all front desk employees are well presented (uniforms, personal hygiene etc.), and also punctual
* Give training to staff of IDS NEXT 6.5.V in all section-(Front office, Point of sale ,Housekeeping
* Dealing with guests.
* Arranging staff scheduling.
* Organizing and coordinating operations to ensure maximum efficiency
* Supervising and evaluating staff
* **Review arrival list for all arrivals and VIPs to check room allocations, amenities and special requests.**
* Handle customer complaints .
* Ensure all records are kept properly and consistently
* Review and prepare reports for senior management

**PREVIOUS EMPLOYER**

Working as a Senior Front Office Supervisor for **HOTEL GOGUNDA PALACE (AMRITARA GROUP)**,45 Rooms - since Dec2017 to 23 Junly 2018

Role:

* Develops high quality relationships with guests throughout their stay.
* Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a fast solution.
* Oversee and supervises guest arrivals and departures with the front office
* Provide high level of customer service and maintain a high profile in the day to day front office operations.
* Ensure that personalized service is offered to each and every guest.
* Review arrival list for all arrivals and VIPs to check room allocations, amenities and special requests.
* Ensures that all front desk employees are well presented (uniforms, personal hygiene etc), and also punctual
* Ensure team members have current knowledge of hotel products, services, facilities, events, pricing and policies and knowledge of the local area and events.
* Have a good knowledge of all systems and standard operating procedures of front office.
* Ensures that guest documentation and information is available and up-to-date.

Work with **VALENCIA RESORT UDAIPUR** as Hospitality Manager Work duration: 1 July 2016 to

6 Dec 17

Role:

* Hire qualified personnel according to standard
* Organise & coordinate operations to ensure maximum efficiency
* Supervise & evaluate staff
* Ensure supplies & equipment are adequate in quantity & quality
* Handle customer complaints when necessary.
* Assist in pricing products or services
* Ensure all records are kept properly & consistently.
* Review & prepare reports for senior management.

Worked with **SHOURYAGARH RESORT & SPA, UDAIPUR, RAJASTHAN, INDIA,** as front office Supervisor. Work Duration: January2014 to 30 June 2016.

Role:-

* Supervise front office team members to ensure efficient & smooth operation.
* Maintains a friendly, cheerful environment all time.
* Courteously & accurately answer inquiries from potential guests & accepts hotel reservation
* Uses suggestive selling techniques to sell room night, increase occupancy & revenue
* Supervise daily shift process ensuring all team members.
* Allocate rooms to expected arrivals after checking the guest preference & special request.
* Cross check all billing instruction are correctly updated
* Make a strong interdepartmental communication always along with all other in house departments.
* Ensure front office logbook is always updated

Completed Six months on job training from Nov-2013 to April 2014, with hotel **SHORYAGARH, Resort & Spa, Udaipur, and Rajasthan, India**- 313001

Role:-

* Greeting guests
* Answering phone calls
* Managing correspondence (mails)
* Maintaining records & Files

**EDUCATIONAL QUALIFICATION:**

* Completed senior secondary examination in year 2011.
* Completed secondary examination in year 2009

**HOBBIES**

* Collecting Knowledge about Automobiles.
* Adventure bike touring.

**LANGUAGES KNOWN:**

Hindi, English, regional

**PERSONAL DETAIL:**

Father’s Name Mr. Ajaz Khan

Date of Birth 24th Apr, 1992

Gender Male

Marital Status Married

Name- Junaid Khan

Station:-

Date:-

Signature

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