**Sajad Ahmad Dar**

Email:-seharasajad@gmail.com

Phone: +91 9419510003,051578115

**Seeking a position in Rooms Division**

**SYNOPSIS**

❒Hardworking and adaptable to stressful work condition. Ambitious and self motivated

❒A competent professional with 5 Years of experience.

❒Polished Communication skills, effective problem solver & Administrative acumen while proficient in coordinating duties, organizing meeting and managing schedules.

❒Accustomed to work in a high stress environment. Possess good leadership skill and capable of working as part of team in a professional environment.

**AREAS OF EXPERTISE**

**Operations**

▪Highly dynamic and self-motivated, with high levels of integrity, positivity and achievement-orientation

▪Worked with team members with varied cultural, lingual and professional backgrounds

▪Assist in imparting appropriate in house training to the team so as to attain Service Excellence & teamwork.

▪Excellent team player with exceptional interpersonal skills and a flair for connecting with people.

**Client Servicing**

▪Ensuring customer satisfaction by achieving delivery of service quality norms.

▪Strategizing policies & procedures in the operating systems to achieve greater customer delight.

**Quality Assurance/ Compliance**

▪Monitoring smooth & scheduled implementation of brand standards so as to minimize gaps in actual v/s required standards.

▪Ensuring Cost Reduction in work process and achieving high degree of work efficiency.

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**WORK EXPERIENCE**

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**−Front Office Associate**

***The Lalit Grand Palace, Srinagar (January 2013 – February 2014)***

**−Front Office Associate**

***The Khyber Himalayan Resort & Spa, Gulmarg (May 2014 – January 2015).***

***-front office manager***

***Hilltop group of hotels gulmarg Kashmir( feb 2015 to till now***

**Key Responsibilities Handled:**

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∙Acknowledging all the incidents & recording them time to time.

∙Full responsibility of the Reservation & Front Office Department.

∙Replying to emails and answering phone calls of the guests and the agents and provide them the information regarding the availability of rooms and offer them the rates accordingly.

∙ Representing the department in morning meetings and updating the management about the business on books and achievement of targets.

∙Ensuring smooth reception activities, simultaneously exchanging duties with colleagues.

∙On daily basis review of guest comments & feedbacks if in case required reverting guests.

∙Promoting Frequent Guest Program to guests.

∙Monitor Guest relations to take care of specials/wishes of guests, and pass them on to the concerning departments.

∙Encouraging selling of Hotel outlets and facilities.

∙Conducting pre-shift briefings and post shift debriefings.

∙Attending meetings as required.

∙Resolving guest issues with utmost care and resolving them with appropriate solutions.

∙Prepare appropriate billing with necessary supporting in case of bill to company.

∙Proper Audit of Cashier float.

∙Ensure proper departure control.

∙Monitoring par stocks and timely retrieval of Store requisitions & maintaining Inventories.

∙Proper upkeep of Concierge desk requirements in liaison with Concierge head.

∙Maintaining continuous contact with the airport team for the smooth operations.

∙Maintaining records for all the car usage & then finalizing the month-end bills.

∙Monitoring cleanliness and repair of Lobby, Front Desk and Back Office areas.

∙To liaise with housekeeping department regarding room inventory management.

∙Ensuring the delivery of high standards to guests at all times.

∙Ensure effective and efficient implementation of Front Office policies. Review and update all the policies and procedures.

∙Responsible for benchmarking and defining the standard policy and procedure followed by the Front Desk staff.

∙Maintaining the date of OTA’s Like expedia, Ibibo, Agoda, Cleartrip etc.

∙ Updating the OTA’s about the availability of the rooms, existing reservations and about the status of payments both received and awaited

**ACHIEVEMENTS**

∙Rewarded as employee of the Month for January for 2016.

∙Various guest appreciation letters.

**EDUCATION**

∙18 months diploma in Front Office Operations from Institute of Hotel Management, Srinagar.

∙Bachelor’s Degree in Arts from University of Kashmir.

∙BOSE- Secondary & Senior Secondary School education.

**SKILLS**

∙Opera (Property Management System)

∙IDS (Property Management System)

∙Wish-net (Property Management System)

∙Wish-Express (Property Management System)

∙FCS (Associate Tracking System)

∙Check SCM (Purchase Requisition & Stock Management Software)

∙Onity

∙MS Office & Outlook.

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|  |  | **PERSONAL DETAILS** |
| DATE OF BIRTH | : | February 21st, 1987 |
| FATHER’S NAME | : | Mr. Sajad Ahmad Dar |
| ADDRESS | : | Margalri gotapora budgam jammu and Kashmir 191111. |
| NATIONALITY | : | Indian |
| MARITAL STATUS | : | single |
| RELIGION | : | Islam |

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