

RESUME

Raza Khan



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OBJECTIVE

- ❖ A courteous, polite and well-spoken hotel receptionist who is highly efficient.
- ❖ Has an excellent organizational skill. Possessing a good team spirit, deadline orientated and having a passion for providing the highest standards of hospitality
- ❖ And service to guests. Helpful and approachable but also commercially minded and having the ability to promote hotel facilities and maximize sales opportunities at all
- ❖ Times. A quick learner who can absorb new ideas, communicate clearly and effectively and also find suitable solutions to meet the needs of guests.
- ❖ Keen to find a suitable position within an ambitious hotel where I will be able to.
- ❖ Continue to increase my work experience & develop my ability.

PERSONAL PROFILE

Father's Name : Zakria Khan
Date of Birth : 01 October, 1980
N.I.C : 14301-1983934-9
Domicile : Kohat (KPK)
Passport No : EM-4109343
Marital Status : Single
Nationality : Pakistani
Religion : Islam

ACADEMIC QUALIFICATION

- ✓ **Matriculation** Board of Intermediate & Secondary Education Peshawar.
- ✓ **B.A** Peshawar University
- ✓ **DIPLOMA** Hotel Management

OTHER SKILLS

- *MS Office* (Word, Excel, Power Point, Access, Outlook and In-Page).
- Excellent user of Internet & Hotel system,
- Excellent knowledge of Installing, Operating Systems (Windows & MS-DOS)/
- soft wares, Approximately 70 wpm typing speed.

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EXPERIENCE

HOTEL RECEPTIONIST (HOTEL CITY COMFORT INN (MALAYSIA)

SDN.BHD, February 2015 - Present

- Responsible for providing a friendly welcome & high-quality service to guest.
- Phone to guests arriving at the hotel. Constantly portraying a highly professional
- Image of the hotel & paying particular attention to guest satisfaction & efficiency.
- All type of Reservation, Maintain Housekeeping, and Audit & Day closing.

DUTIES

- Welcoming guests to the hotel in a polite, friendly and helpful manner.
- Dealing with late arrivals and assisting with early check-outs.
- Check out departing guests using the hotel's accounting system.
- Taking payment from guests in the form of cash or credit cards.
- Answering telephone inquiries promptly & professionally & transferring calls on.
- Being a point of contact for guests should they have any queries?
- Arranging for brief tours of the hotels rooms and facilities.
- Operating switchboard and directing calls appropriately.
- Checking function sheets.
- Keeping up to date on all hotel products, services, pricing & promotional offer.
- Completing the night auditing procedures with accuracy and attention to detail.
- Provide information and literature about the hotel in person and via telephone.
- Ensuring all relevant paperwork has been completed in order for a smooth handover at the end of your shift.
- There I was responsible of making Quotations, to make relationship with foreign manufacturers/distributors and get quotations to fulfill customer requirements, responsible to clear the customer queries, responsible for imports procedure including, follow up customer payments, maintaining customer record and all file work.

KEY SKILLS AND COMPETENCIES

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- Having a professional manner with an emphasis on hospitality and guest service.
- Calm, efficient and organized.
- Friendly disposition with clear spoken,English,Malay,urdu

Languages and Sports

- English, Urdu, Pashto, Punjabi, Hindku , Malaysian,
- Pool, Snooker, Cricket, Hockey, Badminton, Football.