Shaji Abdulkhadar

Experienced Hospitality Professional

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SUMMARY

Experienced and highly motivated hospitality professional with a proven track record of delivering exceptional guest experiences and exceeding revenue targets. Motivate and give clear direction to all employees. Excellent at identifying potential businesses in a local market. Responsible for handling operations on a day to day basis. Having a strong ability to understand and carry out instructions. Efficient in handling all the clerical works and strong computer experience with a working knowledge of different PMS softwares and MS office.

EDUCATION

Bachelor of Commerce
University of Calicut
08/2003 - 04/2007

EXPERIENCE

Assistant Hotel Manager
JP Associates (Grand Vistara Airport Suites) 08/2022 - 10/2023 Kerala, India

- Supervised and managed front of house, kitchen and housekeeping personnel to maintain adequate staffing and minimize overtime, helped to resolve issues arising during shifts
- Meet, greeted, and encouraged feedback from customers and used feedback to implement positive changes within hotel & restaurant
- Reconciled cash and credit card transactions to maintain accurate records. Correctly calculated inventory and ordered appropriate supplies

Hotel / Restaurant Manager
Grand Square Hotel & Hotel Apartments 10/2014 - 12/2021 Dubai, U A E.

- Oversaw day-to-day operations of 47 -rooms hotel and 60 apartments including one restaurant with team of 26 staffs from different departments and helped to resolve issues arising during shifts
- Handled guest complaints and offered complimentary services to maintain high guest satisfaction rates. Developed and implemented strategies to optimize operational efficiency and maximize profits
- Tracked daily sales transactions and invoices for accurate and updated financial reporting. Reconciled cash and credit card transactions to maintain accurate records
- Audit inventory levels to ensure product availability, and order products as necessary. Negotiated with vendors to obtain favourable rates for goods and services while maintaining good working relationships
- Carefully interviewed, selected, trained, and supervised staff. Effectively managed payroll and timekeeping, and paperwork for new hires and terminations.
- Assisted in development and implementation of new menus to offer variety and options to customer. Oversaw food preparation and monitored safety protocols. Monitored and adjusted pricing, discounts and promotions to maximize profitability
- Maintained lobby, public area, restaurant, corridors, elevators, store rooms, and kitchen cleanliness and sanitation through correct procedures and scheduled cleaning of surfaces and equipment
- Maintained company compliance with local, state, and federal laws, in addition to established organizational standards. Maintained current knowledge of industry regulations and legislation to amend policies and promote compliance.
- Prepared accurate financial reports and monthly statements for accounts receivable. Planned budgets, authorized expenditures, monitored accounting processes, established service rates and coordinated financial reporting to oversee all fiscal procedures. Reconcile invoices and identify discrepancies. Create and update expense reports. Process reimbursement forms.

Front Office Manager
Tulip Inn Al Rahba 07/2007 - 09/2014 Abu Dhabi, UAE.

- Managed and Supervised front office and housekeeping staffs. Created, prepared, and delivered reports to various departments.
- Assisted and Handled all duties and tasks for DM, HR and F&B Manager during busy periods and absence to maintain smooth running of the property.
- Collaborated with team members to handle guest requirements from check-in through check-out. Investigated auditing discrepancies by reconciling cash drop and credit card transactions
- Oversaw night auditing of daily room occupancy and hotel revenue. Controlled cash and credit card payment transactions at front desk to successfully reduce errors
- Completed night audit for guest ledgers to close bank and cash registers, reconciling issues quickly, and marking discrepancies. Generated and printed daily financial reports to track hotel performance

SKILLS

Property management
Customer service and relationship
Staff supervision and management
Team player and leadership
Financial management **Time management**
Front office management
Documentation and book keeping
Department coordination **Attention to detail**
Safety and procedures awareness
Work under pressure **MS office**
Computer proficiency **IDS & Wishnet prologic**
HR management **Sales and Marketing**
Night auditing and reporting
Restaurant supervision **POS system knowledge**
Email

LANGUAGES

English Proficient
Arabic Intermediate
Hindi Proficient
Malayalam Native

DRIVING LICENSE

Indian & UAE
Light duty vehicle license

TRAINING / COURSES

Computerized professional accountant, from institute of professional accountant, Kerala, India.

Computer hardware and networking from Accel IT Academy, Kerala, India.

Windows & MS office from NAPCOL, Kerala, India.