RESUME

HASEEB SAJJAD



CONTACT

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Pindi Bhattian, Pakistan

PROFESSIONAL SKILLS

- ✓ Front Desk Operations
- ✓ Guest Relations
- ✓ Reservation Management
- ✓ Financial Transactions Handling
- ✓ Team Leadership
- ✓ Multilingual Communication (English, Urdu, Punjabi, Turkish)
- ✓ Problem Solving
- ✓ Operational Efficiency
- ✓ Compliance with Policies and Procedures
- ✓ Customer Service Excellence
- ✓ Conflict Resolution
- ✓ Training and Development

PERSONAL PROFILE

Experienced hospitality professional with a proven track record in front desk operations and hotel management. Equipped with extensive expertise gained from roles at prominent establishments such as Faisalabad Grand Regent Hotel & Suites, Faisalabad Serena Hotel, Regency Inn Hotel, Royal Elegance Hotel, and MERODDI Hotels & Apartments. Skilled in guest service, reservations management, and team leadership, ensuring exceptional guest experiences and operational efficiency. Proficient in PMS Opera system and adept at handling diverse responsibilities, including front office management, financial transactions, and adherence to hotel policies. Adept communicator fluent in English, Urdu, Punjabi, and Turkish, fostering positive relationships with guests and colleagues alike. Ready to leverage comprehensive skills and strong work ethic to contribute effectively to a dynamic hospitality environment.

STRENGTHS & CAPABILITIES

- Clear and professional communication with guests and team members.
- Demonstrated leadership in team management and operational excellence.
- Efficiently manages reservations, check-ins, and guest relations.
- Skilled in handling cash, credit cards, and maintaining financial accuracy.
- Thrives in fast-paced environments, adept at adjusting to change.
- Meticulous in maintaining accurate records and guest accounts.
- Prompt and effective resolution of guest issues to enhance satisfaction.
- Fluent in English, Urdu, Punjabi, and Turkish for effective communication.

PROFESSIONAL EXPERIENCE

Shift Incharge, Front Office **Aug 2022 - May 2023**
MERODDI Hotels & Apartments Turkey

- Managed front office operations during assigned shifts, ensuring smooth check-in/out.
- Supervised front desk staff, providing guidance and support to maintain high service.
- Handled guest complaints and issues promptly, resolving conflicts with tact.
- Coordinated with other departments to meet guest needs, including room assignments.
- Maintained accurate records of guest interactions and transactions, ensuring compliance.

Front Desk Officer **Feb 2021 - Sep 2021**
Royal Elegance Hotel Pakistan

- Greeted and assisted guests with enthusiasm, providing information on hotel services.
- Processed reservations and checked guests in and out efficiently, maintaining a welcoming.
- Handled financial transactions, including room charges, payments, and invoicing.
- Coordinated with housekeeping and maintenance teams to fulfill guest requests and ensure.
- Contributed to the implementation of improved guest service protocols, enhancing overall.

Duty Manager **Aug 2019 - Feb 2020**
Regency Inn Hotel Pakistan

- Led front office operations, overseeing a team of receptionists and ensuring high standards.
- Managed daily hotel operations, including scheduling, staff training, and performance.
- Implemented effective strategies to optimize occupancy rates and revenue through efficient
- Resolved guest complaints and issues swiftly, maintaining a focus on guest satisfaction.
- Monitored adherence to hotel policies and procedures, ensuring compliance.

Guest Service Agent **Sep 2017 - Apr 2019**
Faisalabad Serena Hotel Pakistan

- Provided exceptional customer service, addressing guest inquiries and resolving issues promptly and courteously.
- Managed reservations, including amendments, cancellations, and confirmations, utilizing the hotel's booking system.
- Conducted check-ins and check-outs efficiently, ensuring smooth transitions for guests.
- Assisted in organizing and coordinating hotel events, ensuring seamless execution and guest satisfaction.
- Participated in fire safety and food safety training programs, contributing to a safe and compliant environment.

Front Desk Officer **Feb 2016 - Jun 2017**
Faisalabad Grand Regent Hotel & Suites

- Welcomed and registered guests, ensuring a positive first impression and efficient check-in process.
- Managed room assignments for individual guests, groups, and events such as conventions and seminars.
- Handled cash transactions, foreign currency exchanges, and credit card payments with accuracy and adherence.
- Coordinated closely with housekeeping and maintenance teams to fulfill guest requests promptly.
- Maintained detailed records of room availability and guest accounts, ensuring accurate billing and efficient operations.

ACADEMIC QUALIFICATION

❖ **B . COM** **Continue**
Allama Iqbal Open University (AIOU), Islamabad

❖ **Hotel Management Diploma** **2017**
ITHM College, Faisalabad

❖ **Intermediate (I.COM)** **2024**
Allama Iqbal Open University (AIOU), Islamabad

❖ **Software & Hardware** **2015**
Falcon Education System

❖ **Matriculation** **2013**
Grammar Model School System

PROJECTS & TRAININGS

- Attended Fire Fighting Training at Serena Hotel Faisalabad.
- Training - can teach and train effectively.
- Food Safety at Serena Hotel Faisalabad Pakistan
- Prepared a tour package for travelling to France.
- Prepared a Sales Decline Report of a restaurant.
- Attended the professional workshop on Hotel Accounting Principles organized by College of Tourism and Hotel Management

EXPERTISE

- Front Desk Operations: Efficiently manages guest check-ins, reservations, and room assignments.
- Guest Service Excellence: Ensures guest satisfaction through personalized service and effective problem resolution.
- Financial Management: Handles cash transactions, credit card payments, and maintains accurate billing records.
- Leads and trains front office staff to deliver high-quality service and maintain operational standards.
- Fluent in English, Urdu, Punjabi, and Turkish for effective communication with guests and colleagues.
- Operational Efficiency: Optimizes hotel operations to maximize occupancy and revenue while minimizing costs.
- Compliance and Safety: Implements hotel policies, procedures, and safety protocols to ensure a secure environment.
- Resolves guest issues promptly, enhancing overall satisfaction and guest loyalty.

PERSONAL INFORMATION

- Father Name : Sajjad Mubarik
- Date of Birth : 3-12-1995
- Visa Status : 2 Year Visa Valid Qatar ID
- Passport Number : EZ5571092 Exp: Feb 2027
- Marital Status : Married
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