



HASAN KHAN

Objective

Excellent communicator with complaint resolution abilities and 4+ years of experience in providing exceptional onboard services.

BSc. Hospitality management
Hotel school the hake Netherlands

Ghaziabad,

T +91-8383923315,9818456176

E-Khan.hasan07@gmail.com

Dear Sir/Mam,

Greetings of the day,

Having come to know through your advertisement on Internet for the above opening I would like to show my deep interest into the vacant opening.

I am enclosing my portfolio for your further consideration as per your requirement, kindly go through the same.

As I am having Excellent Leadership & Management skills qualities with several years of working experience, communication skills and the ability to work individually or within a team makes me a suitable for the vacant position.

During my previous jobs, I was responsible for providing exceptional guest/client services in a four and five star hotels and resorts, handling all daily operations and administrative work in a pleasant, specialized manner to encourage recurring business.

I am confident that my diverse previous experience and enthusiasm would be a profitable addition to your organization and hoping to hear from you positively soon in order to discuss my qualifications and skills in detail.

Sincerely,

HASAN KHAN

**[VASUNDHARA] • [GHAZIABAD ,
201012] • [+965-65752502] •
[khan.hasan07@gmail.com]**



▼ Objective

[A front line team player who presents a positive company image: commits to deliver top quality services to the customers, good problem solver, process excellent analytical skills.
A go-getter with excellent communication skills can handle multiple tasks to meet deadlines in pressure situations, willing to travel the extra mile.]

▼ Experience

[November, 2019]–[Jan-2020]

[Guest service agent] • [Front office/Task force] • [Hilton garden inn Kuwait]

-Started with pre-opening team responsible for daily task with hotel team communicate with task team (Turkey Hilton) front office team helping each department, HR, Engineering, Food/beverage, front office, IT department, housekeeping etc.

After opening:

- **Handle guest check in and checkouts professionally and in a welcoming manner**
- **Keep records of room availability and guests accounts**
- **Maintain the hotel's high standard of service and hospitality**
- **Provide the maximum quality of service to the guests**

[October, 2016]–[October, 2019]

[Sales executive] • [sales] • [Laduree Paris restaurant]

-Responsible for submitting accurate and audited inventory reports at the end of the day to management and purchasing.

-Ensuring that checklist, requisition and proper opening and closing functions are being completed each shift.

-Communicate with the guests and employees using a positive and clear speaking voice, listen to and understand requests, respond with appropriate actions and provide accurate information.

[march, 14]–[sept-5]

[Reservation specialist] • [Reservations] • [Marriott international]

-The Marriott global reservations sales and customer service care center, working as a reservation agent, making reservation over call, mail for Marriott hotel globally, handling guests queries and all procedures are met.

[Oct-2015]–[Jan-2016]

[Industrial Trainee] • [Multi department] • [Meydan Dubai]

[working as a industrial trainee in multi department]

[Spet-2014]-[Feb-2015]

[Industrial Trainee] [Multi department] [Kaminski Delhi]

[working as a industrial trainee in multi department]

▼ Education

[St. George public school], [Ghaziabad, U.P]

- [SR.SEC PASS (2013).]
- [B. SC in catering sciences and hospitality management from bharatiar University Coimbatore,]
- Diploma in foundation certificate in INTERNATIONAL HOTEL MANAGEMENT from (SCHOOL THE HAGUE), HSH, from THE NETHERLANDS.
- Diploma in computer science with conversant in MS-office, internet, outlook, lds software's.

▼ Achievements

- [Certified with successfully completing training for PURE software in Marriott international.]
- [Certificate with successfully completing training for ONQ software powered by Hilton worldwide.]
- [Appreciation letter from Hyatt regency new Delhi to attend German embassy event,]

▼ Personal details

- Passport No- L9899644
- Gender - Male
- D. O. B - 27/7/1995
- MaritalStatus - single
- Language Known - English, Hindi, Arabic (read only), and Urdu.
- Father's Name - Hakimullah khan
- Nationality - Indian