

## "Resume"

### **Jahangir Ahmad Dar**

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### **Objective**

Seeking a deserving profile in the hospitality sector, where I can deliver my expertise and innovative hospitality skills, while maintaining the integrity and work ethics of the working environment, thereby maintaining the reputation of the organization.

### **Key Skills - Operational**

❖ MICROSOFT OFFICE :	Word, Excel, PowerPoint, OneNote & Outlook.
❖ OPERA (SPG) :	Property Management System.
❖ OPERA (Marriott) :	Property Management System.
❖ FIDELIO :	Property Management System.
❖ VALHALLA :	Central Reservation System.
❖ MARSHA :	Central Reservation System.
❖ EMPOWER :	Guest Experience Platform (GXP).
❖ EXTRANET :	Expedia, Booking.com, Agoda, Hotel Beds Etc...
❖ WISH NET :	Property Management System.
❖ ADACO :	Purchasing Inventory & Recipe Management Platform.
❖ HITS :	Attendance Basic
❖ OASYS :	Attendance Basic

### **Work Experience**

**Front Office Supervisor- July 2019 till Present.**

**Sheraton Jeddah Hotel & Resorts,**

**Jeddah, Kingdom of Saudi Arabia**

- ❖ Accommodate Guest's special requests whenever possible also assist in pre-registration and room blocking whenever necessary
- ❖ Train, direct the work of, resolve issues/problems and coach and counsel the front desk team members to ensure a quality operation
- ❖ Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
- ❖ Allocate rooms to expected arrivals after checking the guests' preferences and special requests.
- ❖ Build strong relationships and liaise with all other department's especially housekeeping, reservations etc.
- ❖ Cross Check all billing instructions are correctly updated.
- ❖ Supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests.
- ❖ Performs other duties as assigned, requested or deemed necessary by management
- ❖ Ensures safety by following guest check in and security procedures and reporting suspicious activity to security, manager, or MOD.
- ❖ Supervise daily shift process ensuring all team members adhere to standard operating procedures.

**Guest Service Associate - July 2018 till July 2019.**

**Sheraton Jeddah Hotel & Resorts,  
Jeddah, Kingdom of Saudi Arabia**

- ❖ Accommodate Guest's special requests whenever possible also assist in pre-registration and room blocking whenever necessary
  - ❖ Process all Guest Check-ins by confirming their reservations, assigning rooms, and issuing and activating room key.
  - ❖ Process all payment types such as room charges, Cash, Checks, Debit, or Credit.
  - ❖ Process all check-outs including resolving any late and disputed charges.
  - ❖ Answer, record, and process all guest calls, messages, requests, or Concerns.
  - ❖ Assists in pre- registration and blocking of rooms for reservations.
  - ❖ Performs cashiering tasks like Bill/Invoice settlement, posting charges to the guest, paid out's, Foreign currency exchange etc.
  - ❖ Maintain Repeat Guest profiles & proactive pre-arrival planning.
  - ❖ Up-selling of rooms in order to maximize the Room Revenue.
  - ❖ Handle all customer complaints and inquires in a courteous and efficient manner, following through to make sure problems are resolved satisfactorily.
  - ❖ Use **GXP** to update guest profiles with requests, defects, preferences and any other comments/information acquired during stay.
  - ❖ Control High Balance report on a daily basis.
  - ❖ Talk to each and every guest who comes in contact and make sure that they are feeling the hotel as a **“Home Away from Home”**.
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**Reservation Agent - October 2017 till June 2018.**

**Renz Hotel & Resorts,  
Jeddah, Kingdom of Saudi Arabia**

- ❖ Checking on the availability of accommodations or transportation on a traveler's desired travel dates
- ❖ Providing support to customers who have already made a travel purchase by confirming, changing or canceling reservations.
- ❖ Responsible for managing the Extranet like Agoda, Booking.com, Expedia, Hotelbeds etc.
- ❖ Processes Reservations by Mail, Telephone, telex, fax or Central Reservation systems referral.
- ❖ Processes Reservations from the sales office, other hotel departments, and travel agents.
- ❖ Accommodate Guest's special requests whenever possible also assist in pre-registration and room blocking whenever necessary.
- ❖ Responsible for handling Mails, Parcel, Message delivery.
- ❖ Deliver excellent customer service, at all times, ensuring guests' comfort and safety.
- ❖ Handle all customer complaints and inquires in a courteous and efficient manner, following through to make sure problems are resolved satisfactorily.
- ❖ Respond to enquires about hotel products and services over the telephone and email etc.
- ❖ Regularly updating and maintaining records/ documents & internal database.

**Front Office Associate – May 2017 till August 2017.**

**Bengaluru Marriott Hotel Whitefield  
Karnataka, India**

- ❖ Handling all Front Desk Operations including **Check-in & Check-out.**
  - ❖ Ensure desk is at all times equipped with functional equipment and stocked with enough stationary and collateral, forms and order them
  - ❖ Deliver excellent customer service, at all times, ensuring guests' comfort and safety.
  - ❖ Communicate with all departments regarding In-house VIPs and any special needs.
  - ❖ Respond to enquiries about hotel products and services over the telephone and email etc.
  - ❖ Handling all Front Desk Operations including **Check-in & Check-out.**
  - ❖ Develops a strong working relationship with co-workers and management throughout the property to ensure communication and teamwork are optimum levels.
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## Industrial Exposure

- ❖ Completed **Industrial Training of 4 months** in all the Four Major Departments, **Front office, House Keeping, F&B Production, F&B Service**, from **The Lalit Grand Palace, Srinagar (5\*)**.
- ❖ Completed **45 days** of Specialization Training in **Front Office** from **Khyber Himalayan Resort & Spa (5\*)**.

## Achievements & Awards

- ❖ Rewarded as **Associate of the Quarter at Sheraton Jeddah Hotel, Saudi Arabia**.
- ❖ Received an Appreciation letter during **Integration18 Change Crew at Sheraton Jeddah**.
- ❖ Nominated as **Employee of the Month** from **Renz Hotels & Resorts, Jeddah, Saudi Arabia**.
- ❖ Participated and Won the IST Prize in Hospitality and Tourism Quiz.
- ❖ Active Participant of NSS and Active Blood Donor.

## Academic Excellence

Qualification	Institution	Board/University	Year of Passing	Percentage
Bachelor of Hotel Management	T. John College, Bangalore	Bangalore University	2013-2017	72%
HSC	Higher Secondary School Kakapora	JKBOSE	2011	68%
SSC	Higher Secondary School Kakapora	JKBOSE	2009	58%

## Trainings & Courses:

### Sheraton Jeddah Hotel & Resorts Jeddah, Kingdom of Saudi Arabia

- ❖ Reservation Basics (Empower Reservations).
  - ❖ PMS Profiles (Opera PMS).
  - ❖ Loyalty – Pre – Arrival Planning.
  - ❖ Opera – Pre – Arrival Planning.
  - ❖ Loyalty Program Enrollment (Opera PMS).
  - ❖ Opera PMS Room Management.
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- ❖ Opera PMS& OXI.
- ❖ Cobalt Program.
- ❖ Sertifi eAuthorize.
- ❖ Cashiering/Departures (OPERA PMS)
- ❖ Mobile Check-in & Check-out.
- ❖ Marsha & Opera Inventory Balancing.
- ❖ OXI (Opera eXchange Interface)
- ❖ Pre-Arrival Planning /Queue Management (Empower Reservations).

## **Strenths**

- ❖ Dynamic, assertive, self-confident, extrovert and result oriented.
- ❖ Excellent organizer with communication skills, able to maintain a positive teamwork by developing mutual respect and understanding.
- ❖ Ability to perform in good written and oral communications skills with thorough knowledge of equal opportunities.
- ❖ Able to organize and prioritize multiple tasks with divergent needs from the start to the completion.
- ❖ Able to function well under pressure created by work demands and time restrain.
- ❖ Very Flexible with the changes in the work Environment.

## **Languages Known**

English, Urdu, Arabic, Basic French, Kashmiri.

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## Personal Data

- ❖ Date of Birth : 10/03/1994
- ❖ Gender : Male
- ❖ Marital Status : Single
- ❖ Nationality : Indian
- ❖ Passport No. : M4893282
- ❖ Religion : Islam
- ❖ Permanent Address. : Sathergund Kakpora Pulwama J&K , India- 192121

## Reference

Rizwan Haider – (**Executive Assistant Manager**) Sheraton Jeddah Hotel

Syed Iftikhar – (**Front Office Manager**) Sheraton Jeddah Hotel

Fahad Qaidi – (**Front Office Supervisor**) Sheraton Jeddah Hotel

I do hereby declare that all the above stated statements are true to the best of best knowledge and belief.

**Date:**

**Jahangir Ahmad Dar**

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