



# WASIM MOHAMMED

## SUMMARY

Patient and proactive hostess with customer relationship management skills and desire to undertake roles with greater responsibilities. Collaborative team player looking to support dynamic teams within a fast-paced environment within the hospitality industry.

## PROFESSIONAL QUALIFICATION

**Diploma In Aviation Hospitality Travel and Airport.**

Year: 2022 - 2023.

## PROFESSIONAL EXPERIENCES

**Novotel Chennai Sipcot.** (Chennai, Tamil Nadu, India).

Year: 2023 – Till Date.

Position: Front Office Management.

Duties and Responsibilities: -

Guest Check-In/Check-Out:

- Welcoming guests upon arrival.
- Handling the check-in and check-out processes efficiently.
- Providing necessary information about the hotel's facilities and services.

Reservation Management: -

- Managing room reservations, cancellations, and modifications.
- Ensuring accurate and up-to-date information in the reservation system.

Guest Services: -

- Addressing guest inquiries, requests, and complaints promptly and professionally.
- Offering assistance and information about local attractions, transportation, and services.

Communication Hub: -

- Serving as a communication hub between various hotel departments.
- Conveying messages and information to guests and staff members.

Cash Handling and Billing: -

- Handling financial transactions, including room charges, deposits, and payments.
- Generating accurate bills and invoices for guests.

Safety and Security: -

- Ensuring the safety and security of guests by following proper procedures.
- Coordinating with security personnel and handling emergencies.

## PHONE:

00971 55 495 6401.

## E-MAIL:

appuswasim33@gmail.com.

## PERSONAL DETAILS:

Gender : Male.  
Date of Birth : 03/10/2002.  
Marital Status : Single.  
Religion : Muslim.  
Nationality : Indian.  
Visa Status : Visit Visa.

## SKILLS:

- Communication Skill.
- Team Leadership
- Hard-working.
- Problem Solving.
- Ability to learn quickly.
- Time Management.
- People Management.

## LANGUAGES:

- **English.**  
Reading, Speaking, Writing.
- **Hindi.**  
Reading, Writing.
- **Arabic.**  
Reading, Writing.
- **Malayalam** (Mother tongue).  
Reading, Speaking, Writing.

## INTERESTS:

Learning, Traveling,  
internet surfing, Hearing Music.

Front Office Administration: -

- Maintaining and updating guest records and information.
- Managing key cards and ensuring proper security protocols.

Training and Supervision: -

- Training front office staff on procedures, customer service, and use of technology.
- Supervising the performance of front office personnel.

Technology Utilization: -

- Using hotel management software for reservations, check-ins, and other tasks.
- Ensuring the proper functioning of electronic key systems and other technology.

Reporting and Analysis: -

- Compiling and analyzing data related to occupancy, revenue, and guest satisfaction.
- Generating reports for management to evaluate performance and make informed decisions.

Collaboration with Other Departments: -

- Coordinating with housekeeping, maintenance, and other departments to ensure seamless operations.
- Managing room status updates and coordinating room availability.

Quality Assurance: -

- Ensuring the adherence to quality standards in service delivery.
- Implementing measures to enhance the overall guest experience.

## **EDUCATION**

- **Higher Secondary Education (HSE).**

Year: 2020 – 2022.

- **All India Secondary School Examination (AISSE).**

Year: 2019 – 2020.

## **CERTIFICATIONS OF PARTICIPATION**

- **Faculty/Delegate for the Emergency Life Support Hands.**

(INDIAN MEDICAL ASSOCIATION, Kerala Br., Thrissur)

- **Training program of the FIRST AID.**

(Avenir Institute of Aviation, Thrissur, Kerala, India)

- **Workshop on AIRPORT OPERATIONS.**

(CIASL Academy. Cochin International Airport, Kerala)

- **Training program of the YOGA.**

(Avenir Institute of Aviation, Thrissur, Kerala, India)

## **DECLARATION**

I, Wasim Mohammed here by declare that the information contained here is true and a correct to the best of my knowledge and belief.