



# SALMAN KHAN

## **CAREER OBJECTIVES**

To be work in an environment where I can use my common sense and skills and to contribute to the growth of company as well provide me assured career growth

## **WORK EXPERIENCE:**

### ➤ **STORE KEEPER & STORE IN-CHARGE**

Abu Dhabi National Hotel- UAE

05 years worked experience

## **Duties & Responsibilities**

- Greeted customers and ascertained customer's needs.
- Packed, weighed and labelled products.
- Stocked shelves and supplies and organized displays
- Assisted customers with good presentation
- Operated forklift, loaded and unloaded pallets from trucks
- Stored and unpacked products and fresh produce from fridge and freezers.
- Priced merchandise, Stocked shelves and took inventory of stock.
- Clean and organized the store.
- Completed all point of sale opening and closing procedures.
- Informing guests of hotel facilities.
- Collection of food trays and returning them to the kitchen or food trolleys.
- Disposing of rubbish from rooms, taking it to the skip.
- Safeguarding all guest and hotel property. Managing materials costs & minimizing wastage.
- Maintaining an organized system for the storage & ordering of household materials.

### ➤ **FRONT OFFICE EXECUTIVE**

The Park Hotel in Mumbai- India

02 years

## **Duties & Responsibilities**

- Greeting customers, responding to questions, improving engagement with merchandise providing outstanding customer services
- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate

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- Location: Dubai- U. A. E
- Nationality: Indian
- Gender: Male
- Religion: Islam
- Marital Status: Married

## **EDUCATION:**

- BSC (Hospitality Management and Tourism Studies)
- Major Studies:
  - I. Front office department
  - II. Food production department
  - III. Housekeeping department
  - IV. Food and beverage department
- BSC (Bachelor of Science) From D.Y Patil University of Navi Mumbai, (2010-2013)

## **SKILLS:**

- Quick learning and hardworking
- Good communication
- Independent and soft motivated
- Organized and best structure of work
- Easy to get along
- Dynamic and patient

## **LANGUAGES**

- English
- Hindi
- Arabic

➤ **RESTAURANT MANAGER**

The Park 5 Star Hotel in Mumbai- India

01 year

**Duties & Responsibilities**

- Recruiting, training and supervising staff
- Promoting and marketing the business, including developing ways to attract new customers
- Managing budgets
- Maintaining statistical and financial records
- Planning maintenance work, events and room bookings
- Liaising with maintenance and other specialist contractors
- Regularly review product quality and research new vendors
- Organize and supervise shifts
- Appraise staff performance and provide feedback to improve productivity
- Estimate future needs for goods, kitchen utensils and cleaning products
- Ensure compliance with sanitation and safety regulations
- Manage restaurant's good image and suggest ways to improve it
- Control operational costs and identify measures to cut waste
- Create detailed reports on weekly, monthly and annual revenues and expenses
- Promote the brand in the local community through word-of-mouth and restaurant events
- Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- Train new and current employees on proper customer service practices
- Implement policies and protocols that will maintain future restaurant operations

**DECLARATION**

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge

***SALMAN KHAN***