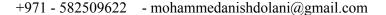
# MOHAMMED ANISH DOLANI

# **Guest Relations Executive**

Dubai, UAE





# PROFESSIONAL SUMMARY

An organised, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty.

# SKILLS

- > Emergency Management
- > Superior Customer Service
- > Patience and Empathy
- > Surveillance
- > Investigation documentation
- > Taking Responsibility

- > Prompt Response
- > Communication Skills
- > File and records management
- >Conflict resolution techniques
- >Dispatch
- >Theft prevention training

# WORK HISTORY

10/2021 to 02/2023

#### **Guest Relations Executive:**

#### Como Hotels and Resorts – Maalifushi, Maldives

- Meet, greet and direct Guests who enter the lobby area. Serve as the main point of contact for VIP Guests and ensure hotel departments are fully briefed on their requirements.
- Seek verbal feedback from customers on a regular basis and respond to all Guest queries in a timely and efficient manner
- Serve as a point of contact for long-stay Guests or longer ensuring they feel comfortable and can ask advice or information from Guest Relations.
- Manage, record and resolve promptly Guest or customer complaints
- Ensure a very high level of customer service is constantly maintained for Reception, Lobby
- area and Executive Lounge.
- Demonstrate a thorough understanding of all facilities and services provided within the hotel and identify opportunities for up-selling and promoting when appropriate.
- Maintain good communication and work relationships in all hotel areas
- Maintain staffing levels to meet business demands
- Attend all Reception meetings and Executive Lounge Meetings
   Comply with hotel security, fire regulations and all health and safety legislation
- Act in accordance with policies and procedures when working with front of house equipment

- Ensure visual checks are conducted on fire hose reel outlets, fire fighting equipment and all other safety equipment.
- Supervised and provided day-to-day support to staff, issuing guidance on management of situations as arose.
- Initiated investigations into security breach events, analyzing findings to determine cause and develop preventive solutions.
- Patrolled and monitored premises in company vehicle, on bicycle and by foot.
- Acted quickly during emergency situations to reduce opportunity for damage and injury.
- Conducted regular patrols of key areas to spot and control concerns.
- Reviewed camera and system feeds and alerted proper respondents regarding discrepancies.
- Greeted guests professionally and courteously to cultivate welcoming atmosphere while making safety top priority.
- Monitored central alarm systems for fire, intrusion and duress alarms.
- Inspected suspicious activities and monitored premises for criminal acts and rule infractions.

# 05/2019 to 09/2021 Corporate Security Executive

VFS Global – New Delhi, India

- Developed improved training methods with focus on public safety and officer awareness.
- Analyzed and investigated incidents alongside functional management and security supervisors.
- Advised security team and conducted investigations of significant threats and loss or misappropriation of assets.
- Recorded incident reports with detailed accounts of occurrences.
- Monitored work of contractors in design, construction and startup phases of security systems.
- Conducted frequent security audits to identify potential problems related to physical security, staff safety and asset protection.
- Oversaw team of security officers and managed scheduling and performance evaluations.
- Updated shift logs and produced daily reports to document security activities and specific incidents.
- Greeted guests professionally and courteously to cultivate welcoming atmosphere while making safety top priority.

#### 02/2015 to 04/2019 Senior Customer Service Officer

- Answered customer questions and provided assistance based on each customer's needs and requests by brand in a friendly, helpful and prompt manner.
- Ensured a pleasant, smooth and efficient handling of the each customer by assisting them till boarding.
- Identify solutions to boarding issues and complications, field inquiries from passengers, and provide hotel and meal accommodations due to flight delays and cancellations.
- Maintained appearance of counters and customer areas to present a neat, orderly and safe condition.
- Assisted customers within the queue to minimize any wait time and provided the most efficient service possible
- Coordinate with airport staff to manage baggage services, tickets, and boarding procedures while ensuring compliance with safety regulations.

#### **EDUCATION**

# Bachelor of Commerce -- Accounting, Auditing and Finance Hemchandracharya North Gujarat University - Gujarat, India

# **CERTIFICATIONS**

- Industrial Fire Brigade Training GFS MALDIVES 2022
- First Aid Certification MALDIVES 2022
- Airport Security Screener, BCAS INDIA
- AVSEC BCAS INDIA
- Dangerous Goods Regulation (DGR), DGCA- INDIA
- Drug Law Enforcement/Financial Investigation/Precursors Narcotics and Drugs Control Bureau - INDIA
- Automated External Defibrillator (AED) Course 2022
- NCC INDIA