

MOHAMMED ANISH DOLANI

Guest Relations Executive

Dubai, UAE

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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 | > Prompt Response |
| > Superior Customer Service | > Communication Skills |
| > Patience and Empathy | > File and records management |
| > Surveillance | > Conflict resolution techniques |
| > Investigation documentation | > Dispatch |
| > Taking Responsibility | > 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**

Jet Airways India Ltd – Ahmedabad, Gujarat

- 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