



MUFTABA KHAN

DATE OF BIRTH : 09 October 1989
PLACE OF BIRTH : MUMBAI
NATIONALITY : INDIAN
MARITAL STATUS : MARRIED

Contact

+971522956810
muftabakhan.17873@gmail.com
Mumbai, India

Language

English
Hindi)

HOBBIES

PLAYING CRICKET AND
LISTENING MUSIC

Skills

Leadership
Creativity
Teamwork
Problem Solving
Time Management

COMPUTER SKILL

79%
NCR

79 %
MS Windows

OBJECTIVE

To be a part of team of individual who thrive on challenges, provide opportunities for constant growth and learning, where in my skills will benefit the team in achieving its goals.

Experience

Telephone Operator 2022 - 2024

Muscat, Oman
Royal Tulip Muscat Hotel

Telephone Operator 2016 - 2022

Muscat, Oman
Al Falaj Hotel Muscat

Room Service Order Taker 2014 - 2015

Mumbai, India
Vits Hotel International airport T2

Call Center Agent 2011 - 2012

Mumbai, India
Firstsource, Solutions
Snapdeal Shopping E-commerce

Education

Polyglot Institute Sultanate of Oman - Himalayan
University Graduation

PASSPORT DETAIL



Passport No :T9488030
Date of Issue :05/07/2020
Date of Expired :04/07/2030

INTRODUCTION

As a Telephone operator answers incoming calls and directs them to guest rooms. through the telephone console or to hotel personnel or departments. through the switchboard or PBX system. Places outgoing calls. Receives guest messages and delivers the same to the guest. Logs all wake-up call requests and performs wake-up call.

RESPONSIBILITIES

- Maintain complete knowledge of all hotel features/services, hours of operations, al hotel restaurant food concepts, menu price range, dress code and ambiance, all hotel room types, numbers/names, layout appointments, amenities and locations,
- all hotel room rates, special packages and promotions, daily house count and expected arrivals/departures scheduled daily
- group activities, names and locations of meeting/banquet rooms, room availability status for any given day.Coordinate with kitchen and F&B Associates to ensure timely preparation and delivery of orders. and effective service. Conduct pre-shift briefings and debriefings to keep F&B colleagues informed and motivate.
- Adhere to the company's environmental, health, and safety procedures and policies.Answer all calls in prompt and efficient manner as per hotel standards and transfer calls to related extensions Receive, handle and convey to Duty Manager and to concerned department any requests or complaints received from guests and clients

STRENGHT AND MANAGEMENT SKILLS

- Excellent time management, prioritizing, multi-tasking and organizational skills at all levels. Able to make
- Effective Decisions. Having personal motivation,
- enthusiasm for goal and career commitments. Team management and business analysis skills. Adaptable to the needs of the organization, continuous learning,
- customer centric services. Having the ability to work under pressure. Good communication skills and a strong skill set.
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DECLARATION

I hereby declare that the information provided in the Curriculum Vitae is correct and true to the best of my knowledge. If given an opportunity to work in your esteemed organization I assure you of my true and earnest service at all time.