



## CONTACT ME

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Dubai, United Arab  
Emirates

## EDUCATION

### BSC. Hospitality Administration

Oriental School of Hotel Management  
Kerala, India 2018-2021

## SKILLS

- Visionary Thinking: Ability to create and communicate a clear vision for the future.
- Decision-Making: Making informed and timely decisions.
- Motivation: Inspiring and motivating teams to achieve goals.
- Conflict Resolution: Managing and resolving conflicts effectively
- Time Management: Prioritizing tasks and managing time efficiently.
- Delegation: Assigning tasks to the right people.
- Project Management: Planning, executing, and closing projects.
- Resource Allocation: Ensuring resources are used efficiently and effectively.
- Client Management: Ensuring client needs are met and relationships are maintained.
- Service Excellence: Striving for high standards in service delivery.
- Feedback Handling: Managing and utilizing customer feedback for improvement.

## LANGUAGES

- English
- Malayalam
- Tamil
- Hindi

## PERSONAL DETAILS

Date of Birth : 14/05/1999  
Gender: Male  
Nationality: Indian

# MUHAMMAD MUZAMMIL

Dynamic and detail-oriented hotel management professional with a B.Sc. in Hotel and Administration from the prestigious Oriental School of Hotel Management, Wayanad, India. Equipped with comprehensive knowledge and hands-on experience in hospitality operations, guest relations, and administrative tasks. Demonstrates a strong commitment to enhancing guest satisfaction and operational efficiency through innovative solutions and exceptional service standards. Adept at multitasking, problem-solving, and maintaining a high level of professionalism in fast-paced environments. Proven ability to lead teams, manage resources effectively, and exceed performance expectations.

## WORK EXPERIENCE

### Shift Supervisor and Administration

2022- 2023

#### Pizza Hut (Americana) Manama, Bahrain

##### Shift Supervisor

- Supervise and motivate team members to provide excellent customer service.
- Train new employees and provide ongoing training for current staff.
- Ensure all team members are following company policies and procedures.
- Address and resolve customer complaints promptly and professionally.
- Ensure a high level of customer satisfaction by maintaining service quality.
- Handle cash and complete banking procedures.
- Maintain accurate shift records, including sales and labor reports.
- Report any operational issues or employee concerns to management.
- Ensure team members are informed of any updates or changes in procedures.

##### Administration

- Handle correspondence, including emails and phone calls.
- Organize and maintain files and records.
- Assist with payroll processing and maintaining accurate employee records.
- Prepare and process invoices, purchase orders, and expense reports.
- Maintain accurate financial records and assist with budgeting and financial planning.
- Monitor and manage office supplies and restaurant inventory.
- Place orders for supplies and track deliveries.
- Maintain accurate inventory records and conduct regular audits.
- Handle customer inquiries and complaints directed to the administration.
- Provide support for customer satisfaction initiatives.
- Maintain a professional and welcoming environment for customers and employees.

### Front Office/ Housekeeping and F&B Services

#### Marriott Hotel , Whitefield, Bengaluru

2018- 2019

- Efficiently handle guest check-ins and check-outs.
- Verify guest identification and payment methods.
- Process and manage room reservations.
- Coordinate with the reservations department for seamless bookings.
- Ensure the safety and security of guests and their belongings.
- Report any suspicious activity to security personnel.
- Maintain front office logs, records, and files.
- Prepare and distribute daily reports.
- Follow hotel's housekeeping policies and procedures.
- Maintain high standards of cleanliness and hygiene.
- Provide high-quality food and beverage service to guests.
- Ensure prompt and courteous service in restaurants, bars, and banquet facilities.
- Stay informed about menu offerings, ingredients, and preparation methods.
- Make recommendations based on guest preferences.