



# SYED MUBASHAR ALI

SHIFT LEADER | HOSPITALITY INDUSTRY

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**AVAILABILITY**  
Dubai - Visit Visa

## PROFILE

Dedicated front office professional with 3 years of experience, currently excelling as a Shift Leader at Royal Swiss Hotel. Proven track record in delivering exceptional guest service, adept at team leadership, and committed to ensuring seamless operations in the hospitality industry.

## SKILLS

PMS IDS NEXT	<div></div>
Guest Service	<div></div>
Leadership	<div></div>
Time Management	<div></div>
Problem solving	<div></div>
Decision Making	<div></div>

## AWARDS



**2023**  
**Nominee for**  
**Supervisor of the**  
**Month**

Given by Royal Swiss, Lahore



**2020**  
**Certificate of**  
**Achievement for**  
**winning first place of**  
**EURHODIP ONLINE**  
**HACKATHON**

Given by President  
EURHODIP and Stenden  
Hotel Management School &  
Acknowledged by President  
of Pakistan at President  
House

## WORK EXPERIENCE

### Shift Leader (Acting Duty Manager)

**Royal Swiss Hotels | Lahore | 2022 - 2024**

As a versatile Shift Leader and Acting Duty Manager at Royal Swiss Hotel Lahore, I led front office operations with a focus on excellence. Managed group check-ins, meticulously handled staff duty rosters, and ensured seamless check-ins/check-outs. Proficient in reservation systems, complaint resolution, and maintaining high service standards. Demonstrated effective leadership in coordinating daily tasks, fostering team collaboration, and continuously enhancing guest satisfaction. Adept at multitasking, problem-solving, and maintaining a positive atmosphere within the team."

### Guest Services Associate

**Pearl Continental Hotels| Lahore | 2021 - 2022**

"As a Guest Services Associate at Pearl Continental Hotel Lahore, I excelled in providing top-tier guest experiences by managing front office operations, handling check-ins/check-outs, addressing inquiries, and expertly managing complaint resolution with a customer-centric approach. Proficient in reservation systems, telephone etiquette, and skilled at maintaining a welcoming atmosphere. Collaborative team member dedicated to ensuring smooth daily operations."

### Trainee

**Pearl Continental Hotels| Lahore| 2021 - 2021**

As a Front Office Trainee at Pearl Continental Hotel Lahore, I actively contributed to the hotel's service excellence, acquiring hands-on experience in guest interactions and operational procedures.

## EDUCATION HISTORY

**2019 - 2021**  
**Professional Diploma in**  
**Hospitality and Tourism**  
**Management**

Confederation of Tourism &  
Hospitality (CTH)

**2019 - 2020**  
**Advanced Diploma in**  
**Hospitality and Tourism**  
**Management**

College of Tourism & Hospitality  
Management (COTHM)

## REFERENCE

Available upon Request