

# MOHAMMAD RAYYAN ANSARI

## CUSTOMER RELATION OFFICER

### ABOUT ME

**Adaptable and efficiency-oriented Guest Relation Officer with over 7 years of combined experience in Hotel and hospitality management. Influential communicator able to guide cohesive teams toward shared goals and advancement. Personable and approachable; enjoys meeting and talking with different people. Recognizes and resolves problems quickly and efficiently to foster positive relationships with guests to promote customer satisfaction and loyalty**

### Experience

#### ABJAD GRAND HOTEL DUBAI DUBAI -UAE (6 YEARS )

- Check-in/check-out hotel guests courteously and efficiently; process all payments according to established hotel requirements and provide information and assistance to all guests and visitors
- Anticipate guests needs respond promptly and acknowledge all guests concerns
- Monitor and maintain cleanliness sanitation and organization of assigned work areas

#### DAR AL TAMYOUS GROUP OF COMPANIES DUBAI -UAE (1 YEARS)

- Promoted positive guest relations to all individuals approaching the Front Desk
- Oversaw guest registration reservations and other clerical duties with a focus in quality and courtesy
- Improved property management functionality by submitting key change requests

### Language

- English
- Hindi

### Education

HIGH SCHOOL DIPLOMA  
INDIA

### EXPERTISE

- Management Skills
- Relationship building
- Customer Experience
- Satisfaction Survey
- Leadership

### CONTACT



+971545063195



a.r.7.rayaan@gmail.com



Dubai ,United Arab Emirates