



Muhammad Zohaib Akram

Front Desk Officer

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Date Of Birth : Jan, 04, 2001
Visa Status : Employment
Visa Expiry: 26, Dec. 2025
Qualified: (SIRA)
Address: Muhaisnah 4 , Dubai

Career Objective

Caring and professional Front Desk officer with more than two years of working experience. Excellent communication skills, both interpersonal and professional, able to build strong relationships with customers and encourage return business. Organized and familiar with administrative duties. Extensive experience working with other service agents and collaborating to create the best possible experience for guests. A history of succeeding in the service industry while providing unmatched customer service at all times.

Educational Background

PROFESSIONAL DIPLOMA IN HOTEL MANAGEMENT (2022)

College of Tourism & Hotel Management Islamabad, Pakistan



CTH Level 6 Professional Diploma in (2022)

Tourism & Hospitality Management Confederation of Tourism & Hospitality.



Advanced Diploma in Hospitality & Tourism Management (2022)

College of Tourism & Hotel Management Islamabad, Pakistan



INTERMEDIATE (2020)

Federal Board of Intermediate and Secondary Education Islamabad, Pakistan



MATRICULATION (2018)

Federal Board of Intermediate and Secondary Education Islamabad, Pakistan



Certificates & Achievements

(SIRA) Security Guards (2023)

Aman Security Training, Dubai, United Arab Emirates



GLOBAL PROFESSIONAL DEVELOPMENT PROGRAM (GPDP) (2022)

College of Tourism & Hotel Management Dubai, UAE





WORK EXPERIENCE

Front Desk Officer (FDO)

POF Hotel & Guest House Wah Cantt Islamabad , Pakistan



Duties & Responsibilities

May. 2023 To Oct. 2023

- Welcoming guests as they arrive and checking them into their rooms
- Answering phone calls and responding to guest inquiries
- Handling guest complaints and resolving issues in a timely and professional manner
- Processing payments and maintaining accurate guest records
- Assisting guests with luggage and other requests
- Coordinating with housekeeping and maintenance staff to ensure guest rooms are clean and functioning properly
- Maintaining a clean and organized front desk area
- Providing information about hotel amenities, local attractions, and restaurants
- Upselling hotel services and amenities to guests
- Ensuring guest satisfaction throughout their stay
- Coordinating with porters, concierge, kitchen staff and housekeeping
- Acting as a central source of information for guests during their stay
- Processing food and beverage requests
- Resolving problems and dealing with conflict or tension with disappointed guests
- Coordinating third-party services such as tour guides, taxis, airport transfers and rental cars

Front Desk Officer (FDO)

Margalla Servicers Officers Mess in DCI (Defence Complex Islamabad) , Pakistan

Duties & Responsibilities

Aug. 2022 To Apr. 2023

- Efficient management of the Officers Mess which caters breakfast, lunch, and dinner for up to 30 mess members and accommodates 60 live-in members.
- Managing a team of 17, ensuring a smooth and efficient service delivery.
- Efficient management of functions, hospitality, and events for up to 250.
- Ensuring that we deliver high-quality service to the mess members and other military personnel.
- Control and monitor the financial performance of the unit and maintain costs within pre-budgeted targets.
- Checked supply and created inventory reports for supervising service agents.
- Completed miscellaneous tasks quickly and correctly.

- Answer inquiries and provide information clearly and efficiently.
- Complete transactions while handling money responsibly and counting out change accurately to prevent errors.
- Answer calls, send additional services, and redirect incoming calls for guests.

Guest Relation Officer


Mar. 2022 To Jul. 2022



D-City Kabana Restaurant Islamabad , Pakistan

Assisted Banquet Operations & Reservations


Nov. 2021 To Mar. 2022



Islamabad Regalia Hotel Islamabad , Pakistan

Security Guards

Jan. 2024 To Continue



Mohammed bin Rashid Library Dubai, United Arab Emirates

Certifications From Typsy Australia (Online)


www.typsy.com

(2022)



Via College Of Tourism & Hotel Management Pakistan

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|---|---|
| 1. COVID-19 business restart for manager. | 12. Effective communication with staff. |
| 2. Recruitment and on boarding. | 13. Concierge fundamentals. |
| 3. Rostering Management. | 14. Cleaning practices for infection control. |
| 4. Introduction to Leadership. | 15. Infection cleaning principal for hotel. |
| 5. Relationships for leaders. | 16. Room service essential. |
| 6. Threats and security awareness for front line staff. | 17. Introduction to front office. |
| 7. Housekeeping Applicants. | 18. Front desk upselling. |
| 8. Front desk check in and check out. | 19. Customer service. |
| 9. Housekeeping principals. | 20. Guest experience fundamentals. |
| 10. Introduction of hospitality Management. | 21. Delivering passionate service. |
| 11. Interacting with guests. | |



Core Qualifications & Skills

- Excellent customer service and professional interaction skills necessary to provide guests with the ultimate experience
- Extensive communication abilities, including interpersonal, professional, written, and oral, which help me convey information clearly and concisely
- Attention to detail, critical thinking, decision-making, and management experience
- Organized service agent, comfortable multitasking, and familiar with administrative tasks
- Experienced in handling money responsibly and accurately

REFERENCES

Will be furnished on demand.