



Mohammad Shahed Alam

Hotels & Resorts General Manager

Best Western Hotels & Resorts in Bangladesh

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Bangladesh Nationality
Date of Birth: 18 January 1973
Marital Status: Married
Language: Hindi, English, Arabic
Availability: 1 month negotiable



GROUP GENERAL MANAGER

January 2016 to present

Index Holdings Ltd.

Partner Development OF BW Inc. USA

Best Western Inc

"Autograph collection by BWT"



All over Bangladesh agreement
signed with 570 Rooms with 6
Hotels within 24 Months.

- ❖ Supervising all the under construction hotels and operational hotels in all over Bangladesh. Major responsibilities for the opening of the 4 hotels, which include setting up the preparation office for the hotel, plan the hotel opening budget, supervise constructions, meeting deadlines openings....
- ❖ Plan the hotel manning and organization chart as well as hotel operational concept and marketing strategy, hotel staff payroll and benefits system, create hotel purchasing plan, staff training, as well as other functions related to the opening of 1 luxury hotels on same level as BW Premier.
- ❖ Lead all pre-opening operations and planning, including the recruitment of an Executive Team and setting of the very highest standards for all department as Sales & Marketing, Operations, Quality, F&B as well as Chefs Department.
- ❖ Achieve budgeted sales and maximum profitability.
- ❖ Responsible for hotel's marketing plan by merging with corporate marketing programs.
- ❖ Actively manage the financial statement, reviews and critiques performance in a timely fashion. Teach the process to all members of the management team.
- ❖ Assess and review the job
- ❖ Performance of subordinates and maintains personnel records of assigned employees.
- ❖ Closely monitors solicitation and booking activity through the sales activity reporting process and periodical spot checks.
- ❖ Coordinate internal training and development programs.
- ❖ Create and maintain a "guest first" priority throughout the property.
- ❖ Create new programs in response to market conditions and revenue opportunities.
- ❖ Develop a goal oriented business plan to support the financial goals.
- ❖ Develop accurate and aggressive long- and short-range financial objectives consistent with the company's mission statement.
- ❖ Ensure good safety practices of employee and guests assisting in the maintenance of proper emergency and security procedures.
- ❖ Fully utilize and follow through a guest comment programs. Respond quickly to deficiencies and takes corrective action.
- ❖ Ensure regular assessment and review of all hotel personnel by appropriate management staff.
- ❖ Maintain a high personal visibility throughout the property.
- ❖ Maintain an appropriate level of community public affairs involvement.
- ❖ Maintain knowledge of local competition and general industry trends.
- ! Maximize sales potential of the properly and the management company

General Manager

(Interim)

January 2015 to January 2016

“ Royal Tulip Sea Pearl Beach Resort & Spa “

“The Biggest Hotel & Resort in Bangladesh ”

498 rooms & suites, 6 F&B outlets,

1 Bars, 1 Spa,

5 meetings Rooms

Cox'sBazar , Bangladesh

www.royaltulipcoxsbazar.com



- ❖ Reporting to the CEO
- ❖ Leading a team of 670
- ❖ Meeting and greeting customers to ensure the highest level of guest satisfaction
- ❖ Responsible for leading in and assisting in the implementation of the overall strategy
- ❖ Participation in local trade shows and industry events
- ❖ Maintain up to date awareness of the competition and future trends in line with the hotel
- ❖ Monitor economic and other external conditions and manage proactively addressing issues that may affect operations in order to maximize sales and growth
- ❖ Establish/ maintain service standards to achieve guest, staff & management satisfaction
- ❖ Planning and directing operational departments, allocating funds to hotel departments and approving expenditures within the parameters of policy
- ❖ Set targets for growth, analyze and coordinate strategic planning to meet targets for all profit center within the hotel
- ❖ Responsible for planning budgetary expenses and income while additionally Responsible for directing Line Management and managing operations to meet set financial goals
- ❖ Maintaining statistical and financial records
- ❖ Responsible for all hotel staffing and HR policies and procedures including ensuring the highest level of staff welfare and benefit possible within the parameters of the organization
- ❖ Ensure compliance with licensing laws, health & safety as well as other statutory laws
- ❖ Ensures that all activities are carried out honestly, ethically

Operational Excellence Manager

(Equivalent DGM)

August 2014 to January 2015

“ Wellington Hotel “

“ The 3rd Biggest Hotel in NY , USA ”

1130 rooms & suites, 9 F&B outlets,

4 Bars, 3 Spa

11 meetings Rooms

Manhattan , New York

www.wellingtonhotel.com



- Reporting to the Group General Manager
- ❖ Leading a team of partial 1680 staff
- ❖ Public relations activity of the Hotel for the maximum positive exposure and awareness.
- ❖ Satisfaction and safety of all VIP, Diplomat guests in house.
- ❖ Delivering the Company brand services standards.
- ❖ Implement and monitor all projects to improve the Hotel.
- ❖ Maintain a compliant Broad Based Black Economic Empowerment (BBBEE) rating.
- ❖ Monitor departmental profitability in all operating departments and ensures that overhead costs remain within prescribed ratio parameters.
- ❖ Plan, prepare and control the Hotel budget to ensure budgeted targets are met / exceeded.
- ❖ Direct the day-to-day operation of the Hotel according to budgets set for the maximization of profit through assigning and delegating authority to Departmental Managers.
- ❖ Keep up with the changing industry global Food and Beverage trends.
- ❖ Participate actively in promoting and implementing an effective preventative maintenance program.
- ❖ Actively participate in prescribed decision making structures.
- ❖ Achieve the Guest Satisfaction Index target as set by the company
- ❖ Achieve the audit target as set by the company
- ❖ Achieve the prescribed Hygiene audit target.
- ❖ Achieve the agreed upon Workplace Skills Plan target.
- ❖ Achieve the agreed upon Employment Equity Plan target.
- ❖ Ensure that the Hotel and all of its employees comply in all respects with the law of the Country and standards of business conduct set by the Company.
- ❖ Develop a culture within the Hotel conducive to delivering an excellent guest experience, sound business practice and respect for local culture.
- ❖ Ensure compliance by all staff with local laws and regulations, and the avoidance Of conflict of interest.

General Manager

February 2011 to July 2014

The Barn Motel Lusaka

(2nd Largest Resort in Zambia)

4* deluxe Resort with 145 rooms & 6 F&B outlets, 2

Bar, 2 meetings Rooms

Lusaka , Zambia

<http://www.barnresorts.com>



- ❖ Reporting to the Managing Director
- ❖ Leading a team of 170
- ❖ Monitor departmental profitability in all operating department and ensure that overhead costs remain within prescribed ratio parameter
- ❖ Re-branding done successfully, Almost full Resort refurbishment done with my efforts and build up 75% occupancy to 145 rooms
- ❖ Direct the day-to-day operation of the Hotel according to budgets set for the maximization of profit through assigning and delegating authority to Departmental Manager

Sr. Manager

(Head of Customer Service)

February 2005 to December 2009

Apollo Hospitals Dhaka

5 Star Luxury Hospitals with 450 Beds and 2

Presidential Suits, 3 F&B outlets

Dhaka , Bangladesh



- ❖ Reporting to CEO & Director Medical Service
- ❖ Leading a team of 280 (PCA , HCA, GSA, H/K)
- ❖ Work with top tier executives to oversee the operations of Hospitals
- ❖ Establish new business contacts , interact with clients
- ❖ Develop strategic customer service and sales plan
- ❖ Consultants to meet company Goals
- ❖ Reason to move on: The contract was for 5 years with 2 aims : develop the Hospital Guest Services and train the Staff .
- ❖ JCI Accreditation Done very successfully !

Front Office Manager

November 2003 to Jan 2005

Radisson Water Garden Hotel

5 Star Hotel with 206 rooms, 4 F&B outlets include a

Cigar Bar , Full Service Spa and 2 Swimming Pool

Dhaka , Bangladesh



www.radissonblu.com/en/hotel-dhaka

- ❖ Reporting to the General Manager
- ❖ Leading a team of 85 (GSA, Transport, Concierge, Security)
- ❖ Worked in pre opening phase management Hotel & Resorts
- ❖ Develop Budgeting, Guest service Management, Set standard VIP Protocol , Most Strategic Security Management.
- ❖ Building Team for Marketing Channels Local and International.
- ❖ Training conduct with Front Office Department Related

Front Office Manager

June 2001 to November 2003

Hotel Land Mark

4 Star Hotel with 280 Rooms with suites
& 3 F&B outlets, Swimming Pool and Pool Bar

Deira Dubai , UAE



LANDMARK
HOTELS & SUITES

www.landmarkhotels.com

- ❖ Reporting to the General Manager
- ❖ Leading a team of 60 (GSA , Cashier, Concierge, Security)
- ❖ Responsible for Full Front office Service

Front Office Manager

Jan 1999 to Dec 1999

Al Jawhara Hotel Apartment

4 Star hotel with 85 rooms & 2 F&B outlets . Fully
equipped GYM and Swimming pool



www.jawhara.ae

- ❖ Reporting to the General Manager
- ❖ Leading a team of 28
- ❖ With innovative idea sales increase 35% added extra
- ❖ In charge of all-inclusive program, supervise operations.
- ❖ Reason to move on: hunted by Land Mark Hotels for the
Appropriate Front Office Manager position

EDUCATION

Manarat International University , Dhaka , Bangladesh

MBA in HRM

Bachelor of Science (Economics Hons)

University of Pune , India

Diploma in Hotel Management Operations

Institute of Management , Pune , India

Diploma in Computer Applications

Symbiosis Institute of Computer Studies , Pune , India

Certificate Hardware Training & Trouble Shooting

Genetic Computer School , Singapore

Certificate of English Language Course

British Council , Bangladesh

AWARD

Star of The Apollo Hospitals Dhaka

(Best Customer Service Award For Three Years 2005 – 2007)

INTERESTS

Hobbies : Driving, Cycling, Badminton ,Music.

Member of International General Manager Association , Dubai, UAE

PROFILE

Personality:

- Natural leader
- Warm and caring.
- Love to take care of people.
- Enthusiastic personality. High energy.
- Only feel at home serving others.
- Infectious passion for excellence in everything I do.
- Know how to find the good in any person or situation.
- I do whatever it takes, not the best I can do.

Keys job strengths:

- I love the hunt for options and possibilities. I detest the idea that anything is impossible.
- I'm detail oriented.
- Extremely resourceful.
- Balanced in thought process and approach.
- I make decisions like a business owner would.
- I see overall business outcomes in every decision.
- Passionate about my work. The hours disappear when I'm immersed in it.
- I do not produce or engage in drama. Even keeled and even tempered.
- Neat and clean appearance representing a luxury hotel brand.
- I love to roll up my sleeves and get my hands dirty if needed.

Leadership style:

- Participative management.
- My long term goal is to develop young talent in our industry & to give them a clear vision why to stay in our business which is all about people.

SALARY DETAILS

Current gross annual salary is US\$ 35,000 which is equivalent to around US\$ 2900.00 per month after deductions such as tax, housing and transport expenses. I'm FOB, have a company car, 1.2 Million Taka Life Insurance.