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| **Zafar Khader** | Dubai, United Arab Emirates ▪ +971543545151  zafkhader@gmail.com |

**General Manager Hotel Operations / Group General Manager**

*20+ years of successful hospitality operations across hotels and hotel apartments for international clientele*

A Passionate hospitality leader driven by opportunity to increase operational success to next level while delivering superior guest service. Proven ability to achieve all corporate goals including reaching high annual occupancy and raising average room rate. History of operating within budget while improving service and growing revenues.

**Highlights of Expertise**

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| * Hotel Operations / Management * Profit & Loss Accountability * Marketing / Sales Strategy | * New Hotel Opening * Legal / Procedural Compliance * English, Hindi, Working Arabic |

**Career Experience**

**Head Of Sales - Elite Byblos hotel - Al Barsha, Dubai**

Sept 2020 - present

*Joined Byblos Hospitality Group As GM for the 5 star hotel.*

* 5 outlets, banquet halls and meeting rooms, 320 rooms
* Head the entire hotel operations as the General Manager

**Time Group of Hotels**, Dubai, United Arab Emirates

*Heading the entire sales division of the group, currently having 15 operating hotels across the Middle East and 5 project hotels due to open shortly.*

**REGIONAL DIRECTOR SALES** (Jan 2019 to Sept 2020)

Lead the sales team for corporate and leisure segments for all the properties.

* Represent the group at exhibitions and road shows in GCC, India, China, U.K. & UAE.
* Initiated aggressive direct sales calls to corporate companies.
* Control rates - OTA / Leisure and corporate.
* Make monthly reports, budgets & marketing plans.

**The Dunes Hotel**, Dubai, United Arab Emirates

*Run daily operations for three hotel apartments while leading project stages for development of four-star hotel, facilitating efficient function of 150 staff.*

**Cluster General Manager** (May 2017 to Jan 2019) ( PART OF TIME GROUP )

Strategize operational success including maximizing occupancy and building key client retention. Meet with department heads to address concerns and improve initiative execution. Make final decision on new hires. Represent at exhibitions and trade shows in GCC, India, China, and UAE.

* Initiated categorizing of rooms, increasing average room rate and achieving 93% average occupancy throughout year.
* Earned rating of 4.4 out of 5 customer rating on Expedia as well as 8.5 out of 10 on Booking.com.
* Drove sales to corporate clients, adding new companies as regular guests.
* Slashed purchasing costs through development of new purchasing system.

**The Country Club Hotel**, Dubai, United Arab Emirates

*Delivered operational advancement and guided leadership at four-star hotel totalling 102 rooms and suites with six restaurants.*

**GENERAL MANAGER** (May 2011 to April 2017)

Led team of managers and staff to deliver superior guest service, consistently achieving corporate goals. Revised processes to improve efficiency and revenue. Oversaw five food and beverage outlets including one fine dining specialized cuisine restaurant, a sports bar and 3 night clubs.

* Initiated aggressive sales calling, affectively building corporate base and increasing revenues, average room rates, and profits, particularly with lease of two food and beverage outlets.
* Hotel restaurant earned What’s On award for Best Indian Food & Service for three years.
* Conducted outdoor catering events for consulates, cruise participants, and other VIPs.

**Belvedere Court Hotel Apartments**, Dubai, United Arab Emirates

*Orchestrated property refurbishment and opening, establishing all operating procedures and hiring/training full staff for hotel apartments encompassing 175 rooms and suites.*

**GENERAL MANAGER** (April 2007 to May 2011)

Strategized revenue capture, key client acquisition, operational efficiency, and guest service improvements. Implemented process to enrich service, efficiency, and employee development. Networked with potential company clients, suppliers, and other venues, capturing top corporate clients and fostering relationships.

* Achieved 90% occupancy second year, reaching highest average room rate among competition.
* Trained entire hotel staff prior to pre-opening and opening.
* Collaborated in marketing and sales strategy, instituting ambitious sales calling to secure corporate clientele.

Additional Experience (1998 to 2007 )

Promoted throughout 10-year tenure at Imperial Group Hotels in Dubai as Director of Sales for group, General Manager at Imperial Residences, and Front Office Manager at Imperial Suites Hotel.

**Education & Professional Trainings**

Bachelor of Commerce

*Osmania University, Hyderabad, India*

Professional Development

* + - Computerizing the Hotel
    - Train the Trainer
    - Budgets of the Hotel

**Personal Information**

Nationality: Indian

Date of Birth: April 3, 1963

Marital Status: Married

Driving License: International