

# Mohammad ShahirK

FRONTLINE ASSOCIATES, RECEPTIONIST,  
CUSTOMER SERVICE AGENT



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Dubai, UAE



## CAREER SUMMARY

Highly trained and enthusiastic hospitality professional with **3 years** of solid work experience in **UAE Hotel** industry and **2 Year Moneyexchange** industry. Hands-on experience in maintaining excellent guest relationship and **Document verification**, manage transactions with customers using cash registers and handling forex currency dealing, examine the progress of the business by making weekly/monthly business reports, and providing the details to the management. I have completed my **Graduation in Business Administrative** from **University of Mangalore**. I hold a **UAE Driving License** and well familiar with **Sharjah-Ajman-Dubai** routes.



## CORE COMPETENCIES AND ACHIEVEMENTS

- Graduate in Business Management
- UAE Driving Licence Holder
- 3 Years Experience in UAE Hotel Industry
- 2Years Experience in Money Exchange Industry
- Forex Currency Dealing
- Teamwork
- Time management
- Excellent Communication Skill



## PROFESSIONAL EXPERIENCE

### Front Line Associates

#### LuLu International Exchange (LuLu Group) Dubai, UAE

December 2020 Present

Motivated banking professional possessing a strong commitment to quality customer service. Coupled with superb communication skills, Builds customer loyalty by effectively resolving Problems and quickly processing transactions.

- Executed customer transactions regarding cash, money orders and money exchange.
- **Document Verification** for all transactions
- Proficient in exchanging different currencies
- Exceeded monthly sales goal.
- Processed exchange and foreign currency
- Trained new employees regarding money exchange procedures and cash drawer handling.
- Performed all duties as assigned by supervisor
- Recorded amounts received and prepared reports of transactions.
- Strong banking concept

### Sara Hotel and Apartments (Baithans Group), Ajman, UAE

#### Customer service Agent, Receptionist

April 2017 to December 2020

- Greet and welcome guests as soon as they arrive at the office
- Manage room reservations using a computerized reservations system

- Address guests concerns and special requests in a professional and personable manner
- Ensure that guests are settled comfortably in their rooms, makes necessary adjustments if needed
- Prepare bills, handle and process checkouts, take payments
- Communicate with housekeeping and maintenance staff to ensure that great quality service is provided to guests
- Help guests with their things including luggage and other valuables
- Deal with complaints and problems
- Answer telephone calls and transfers these to guest rooms
- Manage the hotels business center and other units if necessary
- Answer queries of guests about various information and services of the hotel
- Do other administrative and hospitable functions assigned from time to time
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock

Key Responsibilities:-

- Issue room key and escort instructions of the hotel.
- Customer Service
- Active Listening
- Handle incoming mails and messages of customers.
- Provide information about hotel services and facilities to customers.
- Ensure reservations are taken correctly and courteously.
- Compute bill, collect payment, and make change for guests as per requirement.
- Provide information about hotel services, facilities, and shopping, dining, entertainment, and travel directions.
- Maintain the hotel clean and neat on a daily basis.

## EDUCATIONAL QUALIFICATION



### **BACHELOR OF BUSINESS MANAGEMENT**

Mangalore university ,Mangalore ,Karnataka, March 2016

### **HIGHER SECONDARY, COMMERCE GROUP**

Board of Higher Secondary Education, Kerala Government, March 2013

## TRAINING



### **Customer Service Agent In Airport – 3 Month(2016)**

New Delhi

## COMPUTER PROFICIENCY



MS PowerPoint

MS Excel

MS Word

Email Communication

Operating Systems(Windows and MacOS)

## LANGUAGES KNOWN



**English**

- **Arabic**
- **Hindi**
- **Malayalam**

