

Mohd Maaz

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DOB-01-08-1998



PROFESSIONAL SUMMARY

I'm an organized and efficient Guest relation officer/Admin officer adept at quickly learning in guest relation procedures and methods. A successful professional at achieving exceptional results in high pressure work environments. Desires a position as a Guest relation officer/Admin officer. Quick Learner and adapts well to new technologies. Highly exceptional documentation management skills and process development expertise.

SKILLS

- Expertise in payroll and invoicing
- Billing and Cash collections
- Teaching ability of children's
- Guest Account reconciliation
- Effective time management
- Document Translators
- Hospital Housekeeping
- Office Admin work
- Customer-oriented and problem solver
- MS Office expert
- Exceptional organization

Guest Relation Officer Job Position at Seha Garden Hospital Kochi Kerala (01-01-2022 to April 2023)

- Welcoming and receiving Client from Airport to Hospital for Medical and Health Check-up
- Engage in Arabic - English Translator for Guest arrived for Medical Treatment and routine Checkup at Hospital.
- Connecting with Doctors and Nurse with foreign Client and other patient.
- Arrangement of Ambulance for medical checkup to other centers.
- Handled all Disabled Person, old and children at hospital during their treatment.
- Arrangement of the entire basic requirement as per client needs on time to time.
- Comply all Statutory and legal records for clients visiting at Hospital.
- Have a strong follow up with client for their Arrival and departure and Visa Validity.

- Conducting Meeting at Hospital for providing better service to client.
- Front office department Assist and welcome to Guest and Patient.
- Able to communicate in Arabic main language and colloquial languages.
- Maintain a good relation among staff and client.
- Monitoring Health and Safety and Sanitation facilities at Premises.

DUTIES & RESPONSIBILITIES ASSIGN

- Review arrival lists to welcome guests
- Attend to special guests (e.g. VIPs) and answer their inquiries
- Help prepare welcome folders with collateral (e.g. room service menus, area descriptions)
- Arrangement Meeting with doctors at Hospital for medical checkup
- Provide information about amenities, area and venues and promote services
- Anticipate guest needs and build rapport with customers
- Offer assistance with certain tasks (e.g. confirming travel arrangements, taking messages)
- Address customer complaints and escalate to Guest Relations Manager when needed
- Record information in the logbook daily
- Ensure compliance with their health and quality standards issues
- Update Visa status and their departures
- Proven experience as a Guest Relations Officer
- Outstanding communication abilities
- Excellent organizational and time-management skills
- Well experience in dealing with Arab National for medical treatment assistant
- Hospital Housekeeping department
- Provide food for Patient and other necessary amenities
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- Familiarity with hospitality industry standards

Education:

- Outstanding communication abilities
- Bachelor degree in Arabic Literature and Islamic Studied from Jamiatul Falah Azamgarh U.P (2019-2021)
- Diploma in Translation Arabic - English from Al Jamia-Al Islamia Shantapuram Kerala (2021-2022)
- Bachelor Degree in Online English Ist Year from Aligarh Muslim University
- High School from U.P Board

Language Known:-

- English – Read-Write-Spoken,
- Arabic – Read-Write-Spoken
- Urdu- Read –Write- Spoken

- Hindi – Read- Write- Spoken

Computer Literacy:-

- Knowledge of computer with data entry- MS Office
- Knowledge of Tally
- Internet – Email – Outlook
- Typing in English and Arabic

Hobbies:-

- Diploma in Hospitality Management
- Reading Books
- Writing literature

Name: - MOHD MAAZ

Father Name: - ABU HURAIRA

Marital Status: - Un-Married

Religion: - Sunni Islam (Hifze Quran)

Permanent Address:- Delhi, Azamgarh. U.P India. 276121

PASSPORT DETAILS: - **R4289825 Valid till 02-10-2027**

Declaration:-

I hereby declare that the above information is true to the best of my knowledge and belief.

Date

Place

(Mohd Maaz)