



Muhammad Naveed Farooq

Reservations Officer

A-19 Shaz Bungalows Gulzar e Hijri , Karachi | +923340233405 | naveedfarooq777@gmail.com

Summary

A courteous, polite and well-spoken hotelier who is highly efficient and has excellent organizational skills, possessing a good team spirit, deadline orientated and having a passion for providing the highest standards of hospitality and service to guests. Helpful and approachable but also commercially minded and having the ability to promote hotel facilities and maximize sales opportunities at all times. A quick learner who can absorb new ideas, communicate clearly and effectively and also find suitable solutions to meet the needs of guests. Keen to find a suitable position within an ambitious hotel where I will be able to continue to increase my work experience & develop my abilities.

Work experience

11-Feb-2020 - 9-July-2021

Reservations Officer

Millennium Place Dubai Marina

Job Responsibilities

Handle all calls, inquiry about the hotel facilities and other reservation queries observing company standard Process the reservations by entering information accurately in the property management system; follow up with reservation confirmations, modifications, cancellations and make the changes in the system as applicable and ensure information is processed accurately Responsible for keeping accurate record keeping, documentations and transactions pertaining to any reservations, requests and payments Compile reports as directed by the Manager or Supervisor of the department Participate and comply with any training and reservation programs to increase revenue for the hotel and company Operate in a safe and environment friendly way to protect guests and employees health and safety, as well as protect and conserve the environment Comply with the hotel environment, health and safety policies and procedures

11-Nov-2015 - 8-Feb-2020

Telephone Operator & CID

Steigenberger Hotel Business Bay

Receive each guest call in a professional and friendly manner.

Maintain effective communication with all related department to ensure smooth service delivery.

Handle every query in a polite and courteous manner and exceed guest expectations.

Ensure guests are greeted by name upon calling as per Steigenberger Standards.

Maintain an up to date knowledge of the hotel and local services.

Maintain an awareness of guest profile through the Opera guest profile system.

Complete management's long distance call vouchers and record them on the traffic sheet.

Maintain the guest wake up call sheet and deliver calls accordingly on time and to the established standard.

Ensure the proper operation of the switchboard, resulting in fast and efficient transferring of internal and external calls.

Take messages for guests and management as per the required standard.

Closing reports & DTCM reports for guest data.

15-Oct-2012 - 30-Oct-2015

Senior Quality Control

[Systems Limited Software House](#)

To call Real estate tax representative in the U.S.A. and obtained required information for real estate properties for refinancing.

Call monitoring and analysis to ensure high standard call quality is maintained according to company standard.

Maintaining call analysis report and feedback on daily basis for all the calls checked for quality assurance.

Calling the concerned assessment and tax collection departments in the U.S. according to the situation and location of the concerned refinanced properties and verifying all the assessment and tax payment details acquired and processed by processing, for ensuring high quality standard and accurate information has been acquired up to the desired standards of the client.

Highlighting errors in the processed files and creating a full report of the error marked.

Maintaining 100% accuracy before committing work to our clients in U.S.

Preparation of accuracy reports of the processing team and keeping full record of the files assigned to me and quality checked by me.

Attending clients briefing concerning the work and new updates.

Briefing the processing team about the new updates provided by the client.

Creating hard and soft copy material regarding the new updates and providing it to the processing team.

Guiding the processing team in all their concerns regarding the process.

Education

2006 - 2008

Bachelors of Commerce

University of Karachi

Qualifications & Skills

Time Management

Courtesy Steigenberger Hotel Training Program

First Aid Training

Courtesy Al-Salaama First Aid Training Institute

Fire Training

Al-Salamaa First Aid Training Institute

Cultural Awareness

Courtesy Steigenberger Hotel Training Program

Complain Handling

Courtesy Steigenberger Hotel Training Program

Micros Opera System

Courtesy Steigenberger Hotel Training

Reference

Mr. Aladdin Oener (Regular Hotel Guest Germany) - CEO Investment Company Phone Number: +491723501607

Munseeb Musthafa - Job Title: Fitness Instructor. Company Name: Dubai Investment Real Estate Company

Phone Number: +971.552117602 - munseeb1993@gmail.com