



# Sohail Khan

## PERSONAL SUMMARY

An outgoing, dynamic and sales focused professional who has a relentless drive to deliver more than just results. **Sohail** has a track record of effectively leading and managing all aspects of a hotel, and of making guests feel cared for, valued, and respected. As a true hand on leader, he is not afraid to jump in and assist wherever he is needed, and will do everything he can to deliver results that will contribute to the overall mission and success of a business. He possesses an analytical and expedient approach to problem solving which always results in a win/win resolution for all parties. He has the self-assurance that enables goals to be achieved, and is constantly looking to introduce new products and services that will meet the needs of tomorrow's savvy global travelers.

## CAREER History

### **Safa Worldwide UK BASE**

**CSR 3<sup>RD</sup> MARCH 2020 TO 9<sup>TH</sup> SEP 2020**

Responsible for Leads generate outbound calls turn to a good sale

#### Duties

- Using fresh leads resources to maximize customer satisfaction & optimize revenues.
- Representing O2 sim card in the market place and develop relationships with key accounts.
- Analyzing statistical information and drawing conclusions from it.
- Developing and implementing new telemarketing programs.
- Continuously developing the telemarketing O2 sim card brand.
- Attending telemarketing seminars and training programs.
- Providing the good sales to owners with regular reports operating objectives and fiscal performance.
- Conduct mockcalls actions against new trainees including role play.

### **University of Cyberjaya Malaysia**

**Café manager 15<sup>th</sup> sep 2018 to 30<sup>th</sup> nov 2019**

Responsible for organize the smooth catering functions  
And café sales and staff management.

## CAREER STATEMENT

*"I feel that my greatest strengths are firstly my strong commitment to giving all hotel guests the best possible experience. Secondly my skill at working efficiently as part of a team, and forming solid personal bonds with other staff members. Thirdly my desire to do everything possible to ensure that my hotel not only meets but indeed exceeds all of the goals and targets set for it."*

### **BurgerLab gulshan and Badar branch karachi**

**Restaurant general manager Feb '15 2017 to Aug '16 2018**

Responsible for maintaining visibility with guests at all times.

#### Duties

- Using restaurant resources to maximize guests' satisfaction & optimize revenues.
- Representing the restaurant in the market place and develop relationships with key accounts.
- Analyzing statistical information and drawing conclusions from it.
- Developing and implementing staff training programs.
- Continuously developing the restaurant brand.
- Attending tourism trade fairs and exhibitions.
- Providing the restaurant owners with regular reports operating objectives and fiscal performance.
- Conduct disciplinary actions against staff, including terminations

### **Madam Kwan Restaurant-KLCC Malaysia**

**Floor Captain FEB '14 - MAR '15**

Having ultimate responsibility for the overall operation of the hotel. Also in charge of delivering results exceed guest satisfaction and financial performance objectives.

Sales Management.

Guest Experience Management.

Train The Trainers.

Staff Management.

## Duties:

- Establishing priorities consistent with the Restaurant objectives.
- Resolving customer complaints in a timely and professional matter.
- Building strong relationships with companies that supply the hotel.
- Developing relationships with the local business community.
- Offering support and guidance to junior team members.
- Promoting hotel services and facilities to guests at every opportunity.

## PERSONAL DETAILS

**Sohail Khan**

Plot no RS 52,SEC 43/B korangi township Korangi

KARACHI, PAKISTAN

03113379669

khansohailsunny73@gmail.com

## PERSONAL SKILLS

Service orientated

Responsible for maintaining the quality of food and atmosphere.

Responsiveness

Leadership skills

Professional judgment

Problem solving

Super organized

Decision making

Energetic

Self-control

Excellent communicator

Tactful & articulate

Problem solving

Well organized

Influencing skills

## PROFESSIONAL TRAININGS

Food Safety Training.

Cooking Training.

Bar Management.

Floor Plan Management.

Inventory Cost Management.

Standard Operating Procedure Training.

Service Quality Management.

## Duties:

- Supervise the staff, food and service quality.
- Resolving customer complaints in a timely and professional matter.
- Building strong relationships with companies that supply the hotel.
- Manage Bar and Inventory Cost.
- Offering support and guidance to junior team members.

## KEY COMPETENCIES AND SKILLS

### Professional

- Expert in Malay, English, Urdu.
- Aptitude in financial management, financial reports and analysis.
- Ability to spot issues and opportunities before others.
- Extensive knowledge of cask ales, wines and freshly prepared food.
- Challenging the status quo.
- Active team member with self-drive and motivation.
- Possessing knowledge of all relevant software & hotel management IT systems.

### Personal

- Acting with the highest ethical standards, and always treating others fairly & with respect.
- A creative & innovative thinker.
- Having a practical approach to problem solving.
- Willing to be accountable, liable, & answerable for actions & decisions.

## ACADEMIC QUALIFICATIONS

Malaysian Cricket Association 2016

Level 1 Cricket Coaching Course

Flamingo International College, Malaysia 2011

Diploma in Food and Beverages

Government Degree Science & Commerce College, 2005

Karachi, Pakistan  
(F.S.C) Intermediate (Pre-Engineering)