



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 hands-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 3RD MARCH 2020 TO 9TH 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 marketplace 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 15th sep 2018 to 30th nov 2019

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

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 marketplace 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

AREAS OF EXPERTISE

Guest Relations

Corporate Hospitality

Human Resources

Guest Experience

Sales & Marketing

Front Desk Management

Managing Housekeeping

Customer Service

Performance Management

Hotel Operations

Restaurant Management

Food & Beverages

Business Administration

Event 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."

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

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 SKILLS

Service orientated

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.

Sales Management.

Guest Experience Management.

Train The Trainers.

Staff Management.

PERSONAL DETAILS

Sohail Khan

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

KARACHI, PAKISTAN

03113379669

khansohailsunny73@gmail.com

La Bodega Restaurant and Bar EmpaireMall - Subangjaya

Floor Team Leader OCT '12 - FEB '14

Responsible for maintaining the quality of food and atmosphere.

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)