

ZAHID MASIH

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Executive Digest

Strategy Planning

Knowledge of public safety and security

Guest Services

Quality Assurance

People Management

Costing

Training & Development

Mission

- **4years'** experience in Knowledge of Housekeeping Room Attendant , Guest Services and Quality Assurance in the Hospitality industry. **Currently associated with Suha Hospitality Dubai -UAE** effective in a core leadership role revitalising internal groups, building & managing client relationships, and training / mentoring teams to outperform themselves and competition. Well-rounded skills in handling a variety of guests and cleaning services issues; motivated team members to perform well under pressure and deliver the best in the Modern Hospitality industry.
- Skilled in effectuating strategies to support business growth, revenue generation through up-selling of products & services, and ensure strict compliance with quality, safety, environment, and health standards.
- To begin my career as a guest service officer in the field of Hotel Management & to be a successful professional, to work in an innovative world that enhances my knowledge & skill to serve the organisation.

Strengths & Attributes

- ⇒ Demonstrated ability to work under pressure and lead a team, hailing from diverse cultural, ethics & diverse walks of life.
- ⇒ Good understanding of varied cultures across the globe, which has helped in improving adaptability to different working conditions and dealing with people.
- ⇒ Highly effective in handling and resolving situations related to guests, or management.
- ⇒ Hardworking, Team Spirit, Willing to Learn New things, Versatile and Friendly nature.

Growth Path

EDUCATION

Govt College Sialkot

- ⇒ **Suha Hospitality Dubai -UAE (Pre-Opening)**
Position:- Room Attendant
- ⇒ **First Security Group Accommodation, Dubai**
Position:- Public Area Cleaner
- ⇒ **Dubai Metro by Serco , Dubai**
Position:- Public Area Cleaning

May2021 – Till Now

Aug 2020– Jan 2021

March 2019–July2020

Qualification:

- FA
- Hotel management study.
- Cleaning chemical study.
- Firfighting course in Dubai.
- Computer course in Microsoft Office.

LANGUAGES

- ⇒ English, Hindi, Punjabi & Urdu
- ⇒ Basic Arabic

PERSONAL DETAILS

Date of Birth	:	01 st Feb 1985
Place of birth	:	Pakistan
Nationality	:	Pakistani
Sex	:	Male
Marital status	:	married
Passport No	:	AJ 084-3773
Visa Status	:	Employment Visa

KEY SKILLS

- ⇒ Strong knowledge of guest handling.
- ⇒ Organized High level of customer service skills, flexible.
- ⇒ Department Handling and Budgeting and Costing.
- ⇒ Knowledge of Outlook, e-mail, Internet & MC.

I, undersigned, hereby certify that all mentioned information is true and correct to the best of my knowledge.

Zahid.....