

KASHIF ALI

HOSPITALITY MANAGER



ABOUT ME

As an experienced Hospitality Manager, I am passionate about delivering exceptional service and creating memorable guest experiences. With a strong background in hotel operations, team leadership, and customer satisfaction, I excel at managing day-to-day operations while ensuring a seamless and welcoming environment for guests. My goal is to lead with efficiency, attention to detail, and a focus on building positive relationships that elevate the overall guest experience and drive business success.

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🏠 Ajman, Industrial Area - UAE

PERSONAL INFO

Father Name Muhammad Alam

Date of birth 01-May-2003

Religion Islam

Nationality Pakistani

Martial Status Single

LANGUAGE

Urdu

English

Hindi

Pashto

EDUCATION

INTERMEDIATE
Science from
Govt. High Secondary School

MATRICULATION
Computer Science from
Govt. High Secondary School

EXPERTIES

Guest Service Excellence



Team Leadership & Staff Development



Operations Management



Customer Relationship Management (CRM)



Marketing & Sales Strategies



Event Coordination



Hospitality Trends & Innovations



Public Relations & Networking



HOBBIES



EXPERIENCE CONTINUE

Present
Nov
2023

HOSPITALITY MANAGER

Rahat Sweets & Restaurant - Ajman, United Arab Emirates

- Guest Experience Management: Ensure all guests receive exceptional service and a memorable dining experience, promptly addressing any concerns or complaints with professionalism.
- Team Leadership & Training: Lead, train, and motivate front-of-house staff (servers, hosts, bartenders, etc.) to deliver excellent service standards. Conduct regular performance reviews and provide feedback for improvement.
- Operational Oversight: Oversee daily restaurant operations, ensuring smooth coordination between front-of-house and kitchen staff. Ensure adherence to all health, safety, and cleanliness standards.
- Staff Scheduling & Management: Develop and manage staff schedules, ensuring adequate staffing levels during peak hours and maintaining proper labor cost controls.

2022
2023

Guest Relation Officer

Junoon Restaurant - Lahore

- Guest Interaction: Greet and welcome guests upon arrival, ensuring a smooth check-in and check-out experience. Build strong, professional relationships with guests to anticipate their needs and personalize their experience.
- Customer Service Excellence: Address guest inquiries, requests, and concerns promptly and efficiently. Provide guests with information regarding hotel facilities, services, and local attractions.
- Personalized Guest Experience: Recognize and greet VIP and repeat guests, ensuring their preferences and special requests are noted and fulfilled.
- Complaint Handling & Conflict Resolution: Address guest complaints and resolve issues effectively and professionally. Ensure a positive outcome and follow up to ensure guest satisfaction.
- Guest Feedback Collection: Solicit guest feedback on their experience and maintain records of complaints or compliments. Utilize feedback to improve service quality and customer satisfaction.

2022
2023

Customer Service & Sales Coordinator

Ufone Telecommunication - Mardan

- Customer Support: Serve as the first point of contact for customer inquiries, providing timely, accurate, and helpful responses to ensure a positive experience. Handle inquiries via phone, email, and live chat.
- Sales Support: Assist the sales team in lead generation, scheduling meetings, and preparing sales presentations, proposals, and contracts.
- Customer Retention: Build strong, long-term relationships with customers by delivering personalized service and ensuring that their needs are met. Assist in loyalty program management and customer retention initiatives.
- Sales Data Management: Maintain accurate records of customer interactions, sales opportunities, and sales data in CRM systems. Prepare reports to track sales performance, customer feedback, and trends.