

SKILLS

Over 9 years' experience working as a Concierge in fast paced environments. Demonstrated ability to deal with different guests with a high level of patience and tact. Well versed in anticipating guests' needs and responding to them appropriately. Competent at detecting signs of emergency and react

EXPERIENCE

Sr, Concierge | Al Ansari Hospitality Group

Dubai - U.A.E | 2010 - 2017

Greet guests as they arrive and depart. Follow up on guest inquiries. Coordinate and manage requests for special arrangements. Escort guests to their assigned rooms. Ensure rooms are serviced appropriately and meals are served accurately and on time. Set up stock and maintain work areas. Assist other departments in order to provide excellent customer services

**Concierge | Mehran Hotel | Lahore - Pakistan
2008 - 2010**

Greeted guests using professional and friendly demeanor. Answered incoming telephone calls in a polite and obliging manner. Maintained a tidy entrance and front desk area

EDUCATION

Matric | Punjab Board | Lahore - Pakistan

PERSONAL DETAIL

Date of Birth : **04th April 1992**
Nationality : **Pakistani**
Passport No. : **PJ5147342**
Visa Status : **Resident Visa**

CORE COMPETENCIES

Ability to perform all functions with detail and accuracy. Good judgment especially in time of crises. Demonstrated ability to follow directions accurately. Proven ability to maintain



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VOLUNTEER WORK

Worked as an assistant guest relation officer as part of an internship program at Tulip Creek Hotel Apartments during summer holidays

