

- MUHAMMAD USMAN MEHAR -

“Hospitality Supervisor”

ST-340, BUI-236,ZONE-55, AL RAYYAN (AL WAAB) QATAR

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PROFESSIONAL EXPERIENCE

NBN PREMIUM HOSPITALITY

GENRAL HOSPITALITY SUPERVISOR STAFF

Oct-2023 - Present

- ▶ Lead and manage a team of housekeepers, room attendants, and public area cleaners, ensuring high-quality service and efficiency.
- ▶ Oversee cleanliness and hygiene standards in guest rooms, corridors, public areas, and back-of-house spaces.
- ▶ Conduct performance evaluations, provide feedback, and identify areas for staff improvement.
- ▶ Ensure compliance with health and safety regulations, including safe use of cleaning chemicals and equipment.
- ▶ Coordinate daily schedules, prioritize special requests, and maintain inventory of cleaning supplies and linens.
- ▶ Handle guest complaints promptly and professionally to maintain high levels of guest satisfaction.
- ▶ Prepare regular reports on departmental performance and communicate effectively with other departments.

NBN PREMIUM HOSPITALITY

SERVICE STATION SUPERVISOR

- ▶ **Team Management & Supervision:** Led and supervised a team of service attendants, ensuring they adhered to company policies, safety standards, and provided exceptional customer service.
- ▶ **Customer Service Excellence:** Addressed customer inquiries and concerns promptly, ensuring customer satisfaction through friendly and efficient service. Resolved complaints effectively and professionally.
- ▶ **Quality Control & Maintenance:** Ensured that service stations, including fuel dispensers, convenience stores, and wash bays, were clean, well-maintained, and operating at full capacity. Reported and coordinated repairs when necessary.
- ▶ **Polishing & Buffing:** Performed polishing, buffing, and waxing services on vehicle exteriors to restore shine, remove scratches, and improve overall appearance.

Elite Security Services — Doha, Qatar

Camp Supervisor Administrator

March 2022 – October 2023

Managed daily schedules and staffing for drivers and camp personnel.

- ▶ Supervised hygiene and safety standards, including fire extinguishers and emergency procedures.

- ▶ Identified operational issues proactively and implemented solutions to ensure smooth functioning.
- ▶ Conducted administrative duties and maintained accurate records.
- ▶ Handled the camp's business phone system, ensuring professional communication with internal and external parties.

Nesto Group — United Arab Emirates

Operations Supervisor (Security, Hospitality, Housekeeping)

April 2014 – August 2019

- ▶ Supervised teams across multiple departments, enhancing operational efficiency and team performance.
- ▶ Managed internal operations to ensure compliance with safety standards and company policies.
- ▶ Led staff training programs, improving performance and knowledge in security, hospitality, and housekeeping functions.
- ▶ Coordinated tasks based on team member strengths, maximizing productivity and service quality.
- ▶ Built strong customer relationships by providing prompt and effective solutions to client inquiries.
- ▶ Monitored and controlled inventory, including equipment and tools, ensuring adequate stock levels and proper utilization.

Bin Hindi Security Services — United Arab Emirates

Security Supervisor

January 2013 – April 2014

- ▶ Supervised daily activities and schedules of security personnel, ensuring the safety of personnel and assets.
- ▶ Trained security staff in workplace safety, security procedures, and emergency protocols.
- ▶ Ensured compliance with safety regulations and provided ongoing support to staff in addressing security-related concerns.

EDUCATION

Board of intermediate and Secondary Education, Rawalpindi.

SKILLS / CERTIFICATS

Software: Excel, Word, PowerPoint, Outlook, Wordpress, Adler.

Having: Valid Driving License Qatar Light

Having: Valid Driving License UAE Heavy

- ▶ Fluent in English, Arabic, and Urdu
- ▶ Private Security Business Department (PSBD) Qualified Session 2013
- ▶ Dubai Private Security (DPS) license 2009.
- ▶ FIFA-22 Volantear (20-Nov to 18-Dec-22)
- ▶ Knowledge of health and safety compliance standards.
- ▶ Strong administrative skills: document management, reporting, and office organization.
- ▶ Qatar International Security Training: Fire Warden, CCTV Awareness.
- ▶ Qatar International Security Training: Basic First Aid Awareness.