

MD MOHASIN

EDUCATIONAL BACKGROUND

Degree

Complete Bachelor Business Study

B.B.S 2010-2014

National university Gazipur Dhaka

WORK EXPERIENCE

2022-08- CURRENT: SALES MAN/SERVICE CREW

Qatar foundation (Doha Qatar)

Duties and responsibility

- Greet customers.
- Help customers find items in the store.
- Check for stock at other branches or order requested stock for customers.
- Provide customers with information about items.
- Ring up purchases.
- Elevate complaints to management.

Keep track of inventor

SERVICE CREW

Qatar Airways SSP LLC. DOHA -QATAR

2015-08 to 2022-07

Duties and responsibility

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate
- Maintain updated records of bookings and payments

GUEST SERVICE

Dhaka Sarina Hotel Bangladesh

2014-05 to 2015-04

Duties and responsibility

- Greeting guests upon arrival and making them feel welcomed.
- Administering check-ins and check-outs.
- Providing front desk services to guests.
- Assigning rooms and taking care of administrative duties.
- Delivering mail and messages.
- Processing guest payments

SPECIAL SKILLS

- Training staff
- Relationship/team building
- Problem resolving
- Fast service consistency
- Hospitality environment
- Commitment to quality and service
- Perform well in high-demand, fast-paced environment
- Customer needs assessment
- Customer friendly
- Stock maintenance
- Excellent verbal communication

DECLARATION

I hereby declare that the above given information is true to the best of my knowledge.

MOHAMMAD MOHASIN



CAREER OBJECTIVE

To seek a better career, where I am giving opportunities to match my professional objectives and achieve excellence. I would like to blend my growth opportunities with that of the organization. Results orientated professional with a proven ability to get results.

CONTACT

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EMAIL:

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SKILL

- Health safety training
- Food hygiene training
- HACCP training
- Fire safety training
- Upselling training

HOBBIES

- Travelling
- Photography
- Sports
- Cooking
- Swimm

PERSONAL INFORMATION

Father's Name: MD ABDULMANAN

Mother's Name: Shahida Begum

Date of Birth : 15th Feb, 1992

Nationality : Bangladeshi

Religion : Islam

Person : Male

Marital Status: Married

Qid No 29205009576

Food handling: 10/07/2024

visa statues : Transferable Noc

Presents address: DOHA-QATAR