



Muhammed Ashraf P.K.C

Hospitality Supervisor (9 years' Experience)

PKC House, Valiyaparamba,
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Objective:

Seasoned and results-oriented hospitality professional with over **nine years** of extensive experience in hospitality supervision. Recognized for exceptional leadership abilities, a keen attention to detail, and an unwavering commitment to delivering unparalleled guest experiences. I am eager to secure a challenging role as a Hospitality Supervisor in Saudi Arabia, leveraging my proven track record to drive operational excellence and elevate service standards. My goal is to lead and inspire a dedicated team, ensuring seamless operations, maximizing guest satisfaction, and contributing to the continued success of the hospitality industry in the region.

Work History

Hospitality Supervisor

Abu Dhabi National Hotels, Das Island at ADNOC Abu Dhabi

15-09-2014 to 19-08-2023

Job Description:

- Oversaw the daily operations of various departments within the hotel to ensure smooth and efficient service delivery.
- Led and motivated a diverse team to maintain high standards of customer service, cleanliness, and professionalism.
- Implemented effective training programs to enhance staff skills and performance, resulting in improved customer satisfaction scores.
- Handled guest inquiries, complaints, and special requests promptly and courteously, resolving issues to ensure a positive experience for all patrons.
- Collaborated with other departments to coordinate events, promotions, and special projects, contributing to the overall success of the establishment.
- Conducted regular inspections and audits to uphold quality standards and compliance with health, safety, and hygiene regulations.
- Demonstrated an unwavering commitment to safety by rigorously following strict safety protocols and best practices, contributing to a culture of safety excellence on the offshore platform in full alignment with ADNOC offshore guidelines.

Front Desk Officer

Nextel Group of Hotels

August 2013 - 2014

Job Description:

- Provided exceptional front desk services, including greeting guests, managing reservations, and handling check-ins and check-outs at Nextel Group of Hotels.
- Responded promptly to guest inquiries, requests, and complaints, ensuring their needs were met with professionalism and efficiency.
- Maintained accurate records of guest information, room status, and transactions to facilitate smooth operations and billing processes.
- Coordinated with housekeeping, maintenance, and other hotel departments to ensure guests' comfort and satisfaction throughout their stay.
- Handled administrative tasks such as answering phone calls, distributing mail, and assisting with guest inquiries via email or in person.
- Upheld high standards of hospitality and customer service, contributing to a positive guest experience and the overall success of Nextel Group of Hotels.

Achievements/ Skills

- Exceptional leadership and team-building skills
- Strong communication and interpersonal abilities
- Attention to detail and problem-solving capabilities

Training Certifications

- Basic Fire Fighting and Breathing Apparatus Course
- General HSE Course
- Basic H2S Courses
- Safety Induction Course
- First Aid and Health Stress Course

Education

Higher Secondary School Education

Kerala State Board Of Higher Secondary School Education
[March 2012]

Secondary Education

Kerala State Board of Secondary Education

[March 2007]

Diploma in Automobile Engineering awarded by the Certified Council for Technology & Science Kerala (C-TECH) during the academic year 2012-2013.

Diploma In Microsoft Office 2013

Personal Information

- Date Of Birth: 04-01-1991
- Gender: Male
- Religion: Islam
- Marital Status: Married
- Nationality: Indian

Declaration

I hereby declare that all the information and facts given above are true to best of my knowledge and belief.

Muhammed Ashraf PKC
