

RANGZAIB MUHAMMAD YAQOOB

Experienced Bell Captain with strong leadership skills and a passion for delivering exceptional guest services. Skilled in team coordination, luggage handling and creating memorable hospitality experiences



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SKILLS

- Team leadership and supervision
- Excellent guest services and communication
- Luggage handling and organization
- Coordination valet and transportation services
- Training and mentoring bell staff
- Problem solving and conflict resolution
- Time management and multitasking
- Knowledge of hotel services and facilities
- Familiarity with safety and security protocols
- Proficiency in hotel management system
- Coordinating group arrivals and departures
- Quick decision making under pressure
- Familiarity with local attraction and directions

LANGUAGES

- English
- Arabic
- Hindi

PROFESSIONAL EXPERIENCE

SALES Executive: One Rent A Car
Bahrain (01/04/2025- present)

- **Identify and attract new clients** through calls, visits, or referrals.
- **Promote rental products or services** to individuals or businesses.
- **Negotiate rental terms, pricing, and duration** with customers.
- **Prepare rental agreements and ensure proper documentation.**
- **Coordinate with operations** to check availability and schedule delivery or pickup.
- **Provide after-sales support** and handle customer feedback or complaints.
- **Achieve monthly/quarterly sales targets and KPIs.**
- **Maintain accurate records** of clients, contracts, and payments.
- **Stay updated on market trends and competitors.**
- **Assist in developing promotional offers or sales strategies.**

BELL CAPTAIN: Golden Tulip Hotel, Bahrain
(01/06/2018- 30/03/2025)

- Supervised and trained bell staff to ensure

exceptional guest services

- Assisted guests with inquires about hotel amenities and local attractions.
- Collaborated with front desk and housekeeping for seamless operations.
- Managed VIP services and special requests efficiently
- Developed schedules and assigned duties to maximize staff efficiently during peak times.
- Resolved guest concerns professionally and escalated complex issues to management as needed.

CCTV OPERATOR: The Grove Hotel,
Bahrain (01/05/2017- 06/05/2018)

- Monitored and operated CCTV systems to ensure the safety and security of the premises.
- Record, store, and review footage for security analysis.
- Identify and report suspicious activity to security teams.
- Oversee access points and ensure authorized entry.
- Perform regular checks and maintenance of CCTV equipment.
- Prepare incident reports and maintain detailed logs.
- Follow security protocols and ensure system compliance.

**Valid Bahraini Driving License
(light & Heavy Bus)**