

MOHAMMAD ABDUL RAZAQ

FrontOfficeAssociate | HospitalityManagement

DOB - 06/07/2002

Mohammadabdulrazaqq@outlook.com | +974,30370806 | Marwan St, Saeed Ben Aws Bidg 11 zone 45 #847,, Doha, Qatar

SUMMARY

A dedicated and organized hotel management graduate with hands-on experience in front office operations. Skilled in IDS and Opera software, guest relations, front desk management, emails, handling confidential documents and emails. Seeking opportunities to further enhance my hospitality expertise, admin and office support.

KEY COMPETENCIES

- Comprehensive problem-solving abilities.
 - Excellent verbal and written communication skills.
 - Ability to deal with people diplomatically.
 - Willingness to Learn, Team Facilitator & Hard Worker, Work under Pressure, Proactive.
 - Welcoming all resident and nonresident guest with a warm and friendly manner.
 - Handling telephone enquiries, taking up telephonic room bookings, assigning guest rooms as per requirements .
 - Well maintaining reception and lobby all time neat and tidy, ensure lobby music is on.
 - Reverting Emails related to the Room Reservations.
 - Aware of Hotel standard operating procedures.
 - In case of any unusual incidents kept informed to Duty managers, and Handling guest basic complaints.
 - Microsoft Office Suite (Word, Excel, PowerPoint)
-

PROFESSIONAL EXPERIENCE

Fairfield by Marriott Visakhapatnam - Front Office Associate (Guest service associate)

- Managing front office operations, guest check-ins, and check-outs. **October 2024 – December 2025**
- Assisting guests with reservations and inquiries.
- Using IDS and Opera software for efficient hotel management.

Bheemili Resort (Managed by Accor) - Front Office On Job Training

- Completed a 6-month training program in front office operations. **March 2024 – September 2024**
 - Assisted in guest relations and front desk responsibilities.
 - Learned hotel management software for bookings and check-ins.
-

LANGUAGES

- English, Hindi, Telugu,
- Use of Foreign Languages using Google Translate and basic common phrases of Foreign Languages like Arabic, Russian, Japanese, Chinese, French.

Education**Sun Institute of Hotel Management**

Bachelor of Hotel Management (BHM) | CGPA: 7.75/10

SRI CHAITANYA JUNIOR COLLEGE

Bipc(2018-2020)

DECLARATION: I hereby declare that the above information is true to the best of my knowledge

(MOHAMMAD ABDUL RAZAQ)