

Muhammad Ali Anwar Muhammad

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Objectives:

A standard driven and detail-orientated, who has the ability to organize and plan well into the future, Maxine is a candidate of the highest professional of management produces for a challenge and keen to make a real difference, proactively seeks improvements in every area of a company's operations one of her key strengths is her ability to create a relaxed atmosphere where everyone is inclined to work together.

Key Qualification:

- Understand the importance of being a team player
- Sound understanding of current government legislation on managing.
- Confident and self-motivated. With the ability to coach and mentor others.
- Reliable and able to use own initiative when required.
- Strong leadership skills.

Work experience:

Pre-Opening Supervisor Account Receivable Nov. 2019 till Present Park-INN by Radisson Riyadh Acting M.O.D. on charge.

supervising the accounts receivable staff, resolving late or skipped payments, updating financial records, and collecting the revenue generated by processing all invoices. You will also oversee the day-to-day operations and strategic goals of the accounts receivable cycle through management, maintenance, implementation, and design of all accounts receivable business procedures and functions for the entire accounts receivable collection process, this position reports directly to the Controller.

Duties:

- Maintain accurate records and control reports.
- Manage collection activities such as negotiating with past-due accounts, referring account to collection agencies, and sending follow-ups.
- Communicate and explain work procedures to subordinates.
- Ensure that operational criterion is reflected in the accounts receivable functions.
- Update receivables by monitoring and coordinating all processing performed on orders that are delivered daily including transactions such as bank remittances.
- Monitor expenditures and implement corrective steps by identifying significant variances.
- Assist in the financial planning with the help of cash forecasting.
- Contribute the essential information to adhere to the strategic goals of the company.
- Direct and lead the work of others in the department.
- Maintain company confidentiality at all times.

A passion for perfection

Management & Hospitality Industries

Duty Mgr. March 2019 till Oct. 2019 Radissonblu Hotels Riyadh

To ensure that all the parts of the production process come together to deliver the correct quality of final tourism product. By liaising and understanding all aspects of production, Vital for ensuring that a strong reputation is maintained in the marketplace. They are a conduit between different departments providing important feedback and communication. In many cases, they are responsible for ensuring that final products meet strict quality standards set by industry regulation.

Duties:

- Fully responsible for all aspects of all departments
- Support and work with all Head of Departments in all aspects of running this hotel.
- Ensure the premises are in operative condition as per category of the unit to receive & serve the guests.
- Conduct regular operations team meeting with the entire HOD daily / weekly to discuss routine operational Matters, sales targets, GSTS feedback / RSTS feedbacks and action taken for service recovery, and also any staff Issues. Minutes of the meeting to be sent to GM/RGM
- Monitor the purchase / indent / requisitions of each department, the accounts receivable (collection from Debtors) and the accounts payable (payable to the vendors / suppliers etc.)
- Randomly inspecting the stores (F & B / Kitchen) to check the stock in hand (quality, par stock levels, expiry etc.) With the F & B Manager & Chef
- Inspecting all departments with their respective Manager's for cleanliness, ambience, service readiness, staff Grooming & hospitality culture.
- Responsible for the overall management of the operation of the hotel.
- Monitor and maintain operation & overhead cost in order to maintain maximum revenue to the organization

Supervisor acting Duty Mgr. Oct. 2018 till. 2019 RadissonBlu Hotels Riyadh, K.S.A.

To ensure that Front Office shifts are run efficiently, providing outstanding guest service, assisting all Front Office staff and maintaining a calm, professional environment at all times, Supervises and assign duty roster for F/O attendant, Concierge, Bell Counter, Guest Relations and Business Centre. Responsible for VIP movement in the Hotel.

Duties:

- Greets the VIP guests of the hotel. As directed by the Front Office Manager, Performs special services for VIP Guest's.
- Assists in VIP's arrival departure in absence of guest relation officers.
- Checks cleanliness of lobby and public areas, lights and as well as front office staff in proper and orderly Appearance and behavior.
- Checks on registration cards of arriving guests and ensures all information should be filled on each cards either by Guest Relation Officers or the guests.
- Assists in sending guest messages or faxes.
- To discuss all matters that needed to follow up with the next shift Reception Manager.
- Approves the working schedule for the front office attendants and submits them to front office manager (HO).
- Conducts and ensures the neat of appearance of front office attendant as well as correct attitude and behavior, discusses problems that encountered on this point with front office manager, assistant front office manager and Their shift leaders.
- Motivates and maintains good staff relations.
- Answers guests inquire, handles complaints and attend to the needs of the guests.

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Management & Hospitality Industries

Shift Leader acting Duty MGR. Oct.2014 till Aug.2018 - Radissonblu Hotels&Spa Riyadh, K.S.A

Managing and training the concierge, night auditor and team of receptionists. Ensuring the front desk provides a professional and friendly service for customers. Dealing with customers, including handling complaints when they come to the desk Responsible for handling customer queries, managing a team of 15 members and ensuring the successful operation of the business.

Duties:

- Delegating specific areas of responsibility to staff for which they will be accountable.
- Overseeing large scale work in progress schemes.
- Managing the development and application of appropriate contingency and incident recovery plans.
- Monitoring, taking corrective action where necessary, and communicating standards of operational excellence to
- Ensure the smooth running of the company floor whilst on shift.
- Managing, motivating and developing the team, ensuring that training standards are maintained and customer Service
- is excellent at all times
- Complying with all head office directives and communicating their contents effectively to all members of staff

Supervisor Acting Night Manager Jan.2012 till Mar.2014 - Melia International Hotels & Spa Sharm El Sheikh, Egypt.

Assist in management of daily Front Office operations and work with customers and Guests as part of a project used to demonstrate capabilities required in the hotel management sector. And also responsible for managing the first impressions of our Guests and, therefore, must perform the following tasks to the highest standards.

Duties:

- Supervise the efficient operations of reception including check in/out procedures.
- Support team members in handling guest requests and enquires to ensure a positive outcome is achieved.
- Ensure that both the Front Office Manager and Reception Supervisors are kept fully aware of any relevant feedback.
- Demonstrate a high level of customer service at all times.
- Advise team of any special events or VIP Guests in the hotel for events or for general accommodations.
- Understand thoroughly all hotel room categories, room rates, packages, promotions and other general product.
- Knowledge necessary to perform daily duties.
- Monitor the appearance, standards and performance of the Front Office Team with an emphasis on
- Training.
- Maximize room occupancy and use up-selling techniques to promote hotel services and facilities.

Shift Leader June 2011 till Dec. 2012 - Concorde El Salam Hotels & Spa Cairo, Egypt

Ensure consistently-delivered exceptional customer service to Guests, especially as service affects the information provided by Team Members to assist with Guest enquiries

Duties:

- Assigns and instructs Receptionists in details of work. Observe performance and encourage improvement.
- Monitors lobby traffic to make staffing adjustments accordingly.
- Manages front desk operations by completing a checklist of important daily tasks, determining room and rate
- Availability and making decisions that are in the best interest of the hotel.

A passion for perfection

Management & Hospitality Industries

- Assists Receptionists, Operator, Front Desk Clerks, Reservations Agents, Bell Attendants and other departments with
- Any questions or requests.
- Resolves customer complaints by conducting thorough research of the situation and the most effective resolution.

Receptionist July 2009 TILL June 2011 - Concorde El Salam Hotels & Spa Cairo, Egypt

Reception services for Guests to contribute to an overall exceptional experience from check-in through check-out and complete audits, as required. A Receptionist contributes to the first impressions of our Guests and, therefore, must perform the following tasks to the highest standards.

Duties:

- Demonstrate a knowledge of hotel room categories, room rates, packages, promotions and other general product
- knowledge necessary to perform daily duties
- Maximize room occupancy and use up-selling techniques to promote hotel services and facilities
- Use the correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with
- the hotel credit policy
- Comply with hotel security, fire regulations and all health and safety legislation
- Act in accordance with policies and procedures when working with front of house equipment and property
- management systems
- Follow company brand standards
- Assist other departments, as necessary

Education

Bachelors Ian shams University 2009

Graduated -Faculty of commerce -Account section

Languages &System

Opera – Advanced / Fidelio – Advanced
I-Scala Finance software Beginner
English-- fluent / Russian – Beginner

Available Due to 3 Weeks' Notice Time