



Tabish Khwaja

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Career Objective

To seek a challenging position in a reputable organization, where I can earn career oriented professional experience utilizing my qualifications, enhance my capabilities and work under the supervision of professional & skilful management.

Academic Credentials

Advance Diploma in Hospitality & Tourism Management	Informatics Academy, Singapore	-	Sep 2006 - Aug 2007
Diploma in Hotel Management	P. I. T. H. M., Karachi, Pakistan	A Grade	Feb 2005 - Aug 2006
Intermediate	Govt. College, Gulshan-e-Iqbal, Karachi, Pakistan	C Grade	Aug 2002 - May 2004
Matriculation	KBV Airport Model School, Karachi	A Grade	Aug 2000 - May 2002

Work Experience

Reservations Team Leader	The Address Hotels + Resorts Emaar Hospitality Group	May 11, 2014 - Present
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Job Description

- To assist the Assistant Reservations Manager in the supervision of all operational activities pertaining to the Central Reservations Office.
- To supervise and assist the room's reservations operations to ensure all reservation requests, amendments, cancellations via various channels and all related tasks are effectively handled in a professional, efficient and accurate manner.
- To guide and supervise central reservations advisors in the daily tasks to ensure consistently high quality of work and revenue maximization.
- To ensure that the telephone lines are attended at all times and assist in call handling whenever required.
- To ensure that all emails are responded accurately and on time.
- To ensure that all reservations are entered accurately, completely and promptly with necessary back-up uploaded in the system.
- To assign daily tasks based on the need of the department and knowledge of the advisors.
- To perform next day arrival check and ensure that all reservations details are thoroughly reviewed prior to guest's arrival.

- To check reservations made yesterday and ensure that all reservations details are entered accurately.
- To perform segment related tasks and daily / weekly / monthly checks.
- To handle emails from the Chairman's Office and VIP bookers.
- To prepare and send VIP report for the Chairman's Office on daily basis.
- To have complete understanding of the selling strategies for different market segments and different dates; be able to explain them to the team and ensure that the selling strategies are followed.

Reservations Advisor The Address Hotels + Resorts May 13, 2012 - May 10, 2014
Emaar Hospitality Group

Reservations Executive Coral Oriental Dubai Hotel, Dubai Apr 27, 2010 - Apr 07, 2012
(4 star)

Job Description

- Assist guests and travel agents by confirming hotel reservations and respond to basic enquiries via telephone, fax and email.
- Handle all guest's special requests, questions and complaints in a professional manner.
- Responsible for handling incoming calls to the reservations department in a professional, efficient, friendly manner.
- Communicating and interacting with guests & colleagues in a courteous, friendly, open and honest manner at all times.
- Replying to all the emails sent by guests and travel agents for all kinds of enquiries.
- Dealing with all the leading websites such as Booking.com, HRS, Expedia, Agoda, Late Rooms, Asia Travels and other GDS channels.
- Updating the rates for the ongoing season on all GDS. Maintaining the room availability & changing the rates on daily basis as per the occupancy.

Guest Services Agent Flora Grand Hotel, Dubai Jun 26, 2008 - Apr 24, 2010
(4 star)

Job Description

- Provide prompt, courteous and efficient service to all guests, so as to achieve a high level of customer satisfaction through personalized service from their arrival till departure.
- Administer and manage cash handling responsibilities.
- Allot rooms as per the guest's request
- Check the identity of the person through valid identity proofs while checking in the guest.
- Handle guest's requests and concerns promptly and with courtesy.
- Arranging Airport transfers (Pick-Up & Drop)
- Updating the complete guest's data and sending it to Dubai Police Department's online system.

Front Office Trainee Avari Towers, Karachi Pakistan May 02, 2008 - Jun 05, 2008
(4 star)

Other Skills

- Usage of Opera System
- Usage of Fidelio System
- Usage of WinHMS System
- Microsoft Office (Word, Excel & PowerPoint)
- Usage of the Internet and other related processes
- Good typing skills (50+ wpm)

Language Skills

Fluent	:	English
Native Language	:	Urdu
Mother Tongue	:	Sindhi

Personal Dossier

Date of Birth	:	August 12, 1986
Father's Name	:	Karim Bux Khwaja
Religion	:	Islam (Muslim)
Place of Birth	:	Karachi, Pakistan
Nationality	:	Pakistani
Passport Number	:	AN 4193972
Validity	:	March 30 th , 2016