

# Mohamed Faisal

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## PROFESSIONAL SUMMARY

Skilled Hospitality Professional offering over 7 years of experience, including housekeeping coordination, inventory management, and guest relations. Proficient in team coordination, stock control, quality inspections, and operational workflow management. A dedicated team player committed to maintaining the highest standards of efficiency and guest satisfaction in a dynamic hotel environment.

## WORK EXPERIENCE

### **Receptionist**

Villa Natutica, Maldives

Sep 2024 – Aug 2025

- Greeted, checked in, and checked out guests efficiently, ensuring a smooth and welcoming experience.
- Managed reservations, processed payments, and handled cash and card transactions accurately.
- Answered phone calls, responded to emails, and addressed guest inquiries promptly and professionally.
- Provided information about hotel amenities, services, and local attractions.
- Resolved guest complaints and issues effectively to ensure satisfaction and a positive stay.
- Coordinated with housekeeping and maintenance departments to manage room status and upkeep.
- Ensured front desk area was tidy and presentable, with all necessary materials stocked.
- Provided exceptional, personalized customer service to ensure a positive dining experience and encourage repeat business.
- Guided guests through menus, offered expert recommendations, and answered questions regarding ingredients and allergens.
- Managed high-volume tables with efficiency, ensuring accurate order taking and timely delivery of food and beverages.
- Maintained a clean, sanitised, and well-stocked section, adhering to all health and safety standards.
- Collaborated effectively with kitchen and bar staff to ensure seamless service and order accuracy.
- Upsold premium menu items, specials, and beverages, increasing the average check value and boosting revenue.
- Processed cash, credit, and digital payments accurately, handling financial transactions with integrity..

### **Minibar Attendant**

Sun Siyam Iru Fushi, Maldives

Aug 2017 – Feb 2024

- Managed the restocking and organization of minibars across [Mention number, e.g., 100+] villas, ensuring accuracy, cleanliness, and adherence to presentation standards.

- Recorded guest consumption accurately using [Mention any system, e.g., the hotel's PMS], ensuring correct billing and minimizing revenue loss.
- Monitored stock levels, conducted weekly inventory counts, and rotated items to prevent expiry, reducing waste by [Estimate %, e.g., 5%].
- Promptly responded to guest requests for minibar items, enhancing in-room guest experience.
- Consistently adhered to all health, safety, and hygiene standards.

### **Room Attendant**

Gokulam Park, Kochi, India

Dec 2016 – Jun 2017

- Assisted in the cleaning and preparation of guest rooms to meet established quality standards.
- Reported inventory shortages of housekeeping supplies to supervisors to ensure adequate stock.
- Strictly followed all safety guidelines for the use of cleaning chemicals and equipment

## **EDUCATION**

**Diploma in Hotel Management & Catering Technology** | 2013 – 2016

Amirta International Institute of Hotel Management, Tamil Nadu, India

### **Certification in HACCP**

Sheen Management and Training Academy, India

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## **SKILLS**

- Guest Service & Satisfaction
- Inventory & Stock Control
- Team Coordination & Communication
- Housekeeping Operations
- Quality Inspection
- Problem Solving
- MS Office (Basic)
- Hotel Management Software (PMS)

## **Awards & Recognition**

- Awarded for Best Housekeeping Team Player | Sun Siyam Iru Fushi, Maldives | 2016
- Awarded for Outstanding Social Media Guest Comments | Sun Siyam Iru Fushi, Maldives | 2018-2019
- **Nominated Several Times For Best Team Player** -Sun Siyam Iru Fushi ,Maldives

## **Personal Details**

- Languages: English, Tamil , Hindi, Malayalam
- Passport Number: AF045327 (Valid, Ready for Relocation)
- Date of Birth: 18 January 1996
- Visa Status : Visit Visa (5/10/2025 to 1/12/2025)