



Sayed Salman Masood

Front Office Manager

Date of Birth: 23-09-1972

Nationality: Pakistani

Gender: Male

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Address: Al NAHDA 2, Dubai, U.A.E

ABOUT ME

"Experienced and dedicated Front Office professional with over 20 + years of expertise in managing front desk operations, team leadership, and delivering exceptional client service. Seeking a challenging role in a dynamic organization where, I can contribute my proven skills in office administration, staff coordination, and customer relations to enhance operational efficiency and uphold a high standard of front office excellence."

STRENGTHS

Strong Interpersonal, communication Skills, Customer oriented, Self Confidence, Can deal with multicultural, clientele, Team player, Good leadership skills, Detail oriented – Efficient – Organized, Trustworthy – Resourceful – Discreet

SKILLS

Communication - Integrity - Time Mgt - Analytical - Leadership - Goal Driven - Microsoft Office - Fidelio System 2002 - Working Fidelio 6.0 - 7.5, Opera Version 5.0 - Quick book, Focus,

Experience:-

June 2022 – Present As

Operation Manager –BOULEVARD CITY SUITES HOTEL APPT, Dubai.UAE

- Ensure smooth and professional daily front desk functions including visitor management, phone handling, and appointment scheduling.
- Lead, train, and mentor front office staff to maintain high standards of service and performance.
- Handle escalated client or guest concerns efficiently, ensuring satisfaction and maintaining a welcoming atmosphere.
- Compare posted expenses Manage office supplies, correspondence, record-keeping, and coordination with other departments.
- Oversee meeting room bookings, executive calendars, and event coordination.
- Liaise with external vendors and facility management to ensure smooth office operations and maintenance.
- Proficient in using office management software, telephone systems, and CRM tools to streamline tasks and reporting.
- Prepare regular reports on front desk performance, visitor data, and suggest process improvements.
- Serve as the face of the organization, creating a lasting first impression for clients, vendors, and guests.

Jan 2018 – May 2022 Dubai - U.A.E

Front Office Manager - BOULEVARD CITY SUITES HOTEL APPT, Dubai.UAE

- Ensure smooth check-in/check-out processes.
- Handle guest complaints and special requests.
- Provide excellent customer service to maximize guest satisfaction.
- Supervise and train front desk staff (receptionists, bellhops, concierge).
- Create staff schedules and manage shift coverage.
- Conduct performance evaluations.
- Oversee reservations and room assignments.
- Maintain accurate records of guest accounts and billing.
- Monitor lobby and front office areas for cleanliness and order.
- Coordinate with housekeeping and maintenance departments.
- Liaise between guests and other hotel departments.
- Conduct daily briefings with front office team.
- Manage front office budgets and expenses.
- Prepare reports on occupancy, revenues, and room rates.
- Handle cash flow and ensure proper billing procedures.
- Ensure adherence to hotel policies and procedures.
- Maintained proper physical and online filing for all finance-related documents.

April 2012 – Dec 2018

Front Office Supervisor- BOULEVARD CITY SUITES HOTEL APPT, Dubai. UAE

- Maintained proper physical and online filing for all finance-related documents.
- Assist guests with check-in/check-out procedures.
- Handle guest complaints, concerns, and special requests professionally.
- Ensure a high standard of customer service is maintained at all times.
- Supervise front desk staff during assigned shifts.
- Support team development and promote a positive work environment.
- Ensure front desk operations run smoothly and efficiently.
- Oversee daily shift procedures, including opening and closing reports.
- Monitor room availability and coordinate with housekeeping and reservation.
- Manage guest accounts, billing, and payment processing.
- Ensure accurate record-keeping and data entry in the system.
- Liaise between front office staff and other departments (housekeeping, maintenance, etc.)
- Update management on any operational or guest-related issues.
- Resolve conflicts calmly and efficiently.
- Assist in emergency situations following hotel procedures.
- Act as a point of contact in the absence of the Front Office Manager.

March 2010 – Jan 2012

Night Manager - Duty Manager RAMADA PLAZA KARACHI PAKISTAN.

Nov 2007 – Feb 2010

Sr. Duty Manager HOTEL MEHRAN KARACHI PAKISTAN.

March 2006 – Oct 2006

Sun foods Distribution KARACHI PAKISTAN.

Sep 2003 – March 2005

Guest Service Officer PEARL CONTINENTAL HOTEL KARACHI PAKISTAN.

Sep 1994 to Feb 2002

Reservation Officer, GUEST SERVICE OFFICER KURUMBA VILLAGE RESORT MALDIVES.

Dec 1993 to Sep 1994

Guest Service Officer KARACHI SHERATON HOTEL & TOWER PAKISTAN.

EDUCATION AND QUALIFICATION

Graduation	Bachelor of Commerce Karachi, Pakistan	1995
Intermediate	Govt. National College Karachi, Pakistan	1992
Matriculation	Board of Secondary Education Karachi, Pakistan	1990
Diploma in Hotel Management from Pakistan Institute of Tourism & Hotel Management PITHM in August 1993		

LANGUAGE

English, Urdu , Hindi & Arabic)

INTERESTS

Football, Cricket, Badminton

ADDITIONAL INFORMATION

PASSPORT DETAILS

Passport No: AJ0874763

Date of expiry: 04/04/2026

Reference
