

ABDUL HADI KHAN

Front Office Supervisor Candidate | Luxury Hospitality

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PROFESSIONAL SUMMARY

Front Office professional with 4+ years of progressive experience across international luxury and branded hotel properties, including Rotana and a global mega-event (FIFA World Cup Qatar 2022). Regularly covers Front Office Supervisor shift-lead duties during manager vacation and sick leave — briefing colleagues, assigning tasks, and training new hires. Manages front desk operations at 95%+ occupancy on 330 of 365 days annually, backed by a measurable performance record: 6 Glowing Star awards in 1.5 years, Colleague of the Month, and Rotana's Highest Upseller Award (December 2025) for AED 55,000 in incremental 2025 room and F&B revenue. Skilled in Opera PMS, VIP relations, service recovery, and loyalty enrollment (Rotana Discovery). Ready to step into a formal Front Office Supervisor role at a five-star international hotel brand.

CORE COMPETENCIES

Front Office Operations • Shift Leadership & Acting Supervisor Coverage • Luxury Guest Relations • Opera PMS • VIP & Repeat Guest Handling • Guest Recovery & Complaint Resolution • Upselling & Revenue Generation • Cashiering & Billing Accuracy • Cross-Department Coordination • High-Occupancy Operations • SOP Compliance & Quality Standards • Team Briefing & New-Hire Training • Loyalty Program Enrollment • Reservations • Regulatory Reporting (DTCM) • EHS & Sustainability Practices

PROFESSIONAL EXPERIENCE

Front Desk Agent (Acting Shift Supervisor Coverage) — Nour Arjaan by Rotana, Fujairah, UAE Jan 2025 – Present

Deliver front desk services aligned with Rotana brand standards in a busy city-hotel environment, managing daily arrivals and departures through Opera PMS with a strong focus on billing accuracy and efficient room allocation.

- Cover Front Office Supervisor duties during manager vacation and sick leave — briefing colleagues at shift handover, assigning tasks, and informally training new hires.
- Manage front desk operations at 95%+ occupancy on 330 of 365 days annually, sustaining seamless check-in/out and billing accuracy under consistent high-volume demand.
- Earned 6 Glowing Star awards within 1.5 years for exceptional guest reviews, team support, and a proactive service approach; named Colleague of the Month for the same qualities.
- Awarded Highest Upseller in Front Office (December 2025), generating AED 55,000 in incremental room and F&B revenue in 2025 — top performer among all front office colleagues.
- Play a key role in enrolling guests into the Rotana Discovery loyalty program, supporting brand loyalty and repeat-business goals.
- Serve as a key point of contact for VIP and repeat guests, building loyalty through personalized, brand-aligned service, and apply structured service-recovery techniques to resolve concerns on the spot.
- Coordinate proactively with Housekeeping and Engineering to accelerate room readiness, and contribute to sustainability initiatives including reduced paper use in daily operations.

Front Office Agent — Knight Castle Hotel, Dubai, UAE

Nov 2023 – Jan 2025

Supported front office operations in a high-occupancy city hotel serving international business and leisure guests.

- Managed front desk operations during 100% occupancy in peak season, sustaining smooth, efficient reception operations under maximum-demand conditions.
- Prepared accurate DTCM reporting, ensuring full regulatory compliance for guest records.
- Applied upselling techniques at check-in to support room revenue growth, contributing directly to property revenue targets.

Guest Service Agent — Faletti's Grand Hotel, Pakistan

Jan 2023 – Nov 2023

Handled reservations, guest arrivals, departures, and service requests in a full-service hotel environment.

- Delivered professional guest assistance while ensuring smooth coordination across front office functions.
- Addressed guest concerns promptly and effectively, maintaining consistently positive service experiences.

Room Attendant — FIFA World Cup Hospitality — FIFA World Cup Qatar 2022, Qatar

Jun 2022 – Jan 2023

Selected to support large-scale international hospitality operations for tournament accommodation services during a global mega-event.

- Maintained international cleanliness and quality standards under high-pressure, time-critical conditions.

- Supported accommodation operations for guest volumes tied to a major global sporting event, gaining exposure to world-class hospitality standards.

KEY ACHIEVEMENTS

- 6x Glowing Star Award winner within 1.5 years at Nour Arjaan by Rotana, for guest reviews, team support, and proactive service.
- Colleague of the Month — Nour Arjaan by Rotana.
- Highest Upseller Award, Front Office, December 2025 — AED 55,000 in incremental room and F&B revenue generated in 2025, top performer among all front office colleagues.
- Trusted to cover Front Office Supervisor shift-lead duties during manager absences, including briefing colleagues and training new hires.
- Managed front desk operations at 95%+ occupancy on 330 of 365 days annually at Nour Arjaan by Rotana, and during 100% occupancy peak-season periods at Knight Castle Hotel.
- Built a front office career across three countries and four properties in under four years, including selection for a high-profile global event (FIFA World Cup Qatar 2022).

SKILLS

Technical:

Opera PMS • Reservations & Check-in/Check-out • Cashiering & Billing • DTCM & Regulatory Reporting • Microsoft Office • Front Office Administration • Loyalty Program Enrollment (Rotana Discovery)

Leadership & Interpersonal:

Shift Leadership & Acting Supervisor Coverage • Team Briefing & New-Hire Training • Guest Recovery & Conflict Resolution • Cross-Department Collaboration • Upselling & Revenue Generation • SOP Compliance & Quality Assurance • EHS & Sustainability Practices • Multilingual Guest Communication

EDUCATION

Graduate Diploma in Hospitality Management (GDHM)

COTHM — Pakistan

CERTIFICATIONS & TRAINING

Front Office & Guest Service:

- Introduction to Front Office
- Effective Communication with Staff
- Front Desk Upselling
- Interacting with Guests
- How to Impress Your Customers

EHS & Sustainability:

- EHS Fire Safety
- EHS Health & Safety
- EHS Preventing Human Trafficking Training
- Environment, Health, Safety (EHS) & Sustainability Overview

LANGUAGES

English (Fluent) • Urdu (Fluent) • Hindi (Fluent) • Arabic (Conversational)