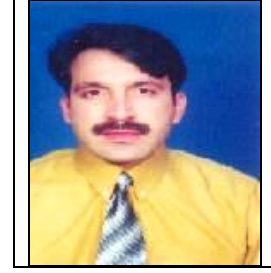


Muhammad Hanif Khan

Village Maina Khanpur Tehsil Adinzai
District Dir (Lower), Khyber Pakhtunkhwa
Office 92-946-731480 Mobile 92-3005922308, 92-3459111965
hanifyousafzai@yahoo.com, hanifyousafzai@hotmail.com

**Bio Data**

Date of Birth 20th April 1975
Marital Status Married
Father's Name Malak Beradar Khan
N.I.C No. 15307-4108788-5

Career Objectives

A management position in an organization that will benefit my initiative, capabilities and contribution. I am especially interested in a position with the potential of advancement, increased decision-making, where I can extensively utilize management skills.

Summary of Accomplishments

- Responsible for the administration of 5-Star Hotel in the absence of the General Manager with 148 Rooms, 05 Banquet halls, 05 Restaurants and 470 Employees.
- Responsible for staff administration, Personnel evaluation, conduction of training programs and on job training for the staff as per established standard.
- Controlled and balanced daily bookings and reservations.
- Trained staff concerning computerized reservation system. Input group tour requirements and information. Optimized room rate through variety of means to gain ADR and occupancy. Manager on duty.
- Responsibilities included training new front desk employees, conducting checking in and out of guests, and handling special customer requests.
- Managed customer concerns and complaints. Researched technical issues for customers. Responsible for training quality assurance personnel.

Employment Summary

2007- 2011	Instructor (BPS-17)	Pakistan Austrian Institute of Tourism & Hotel Management (PAITHOM), Swat, Ministry of Tourism, Government of Pakistan
2005-2007	Night Manager	Pearl Continental Hotel Peshawar Pakistan
2004-2005	Duty Manager	Pearl Continental Hotel Peshawar Pakistan
2003-2004	Reception Officer	Pearl Continental Hotel Peshawar Pakistan
1999-2003	Assist Reception Officer	Pearl Continental Hotel Peshawar Pakistan

TRADITIONAL LANGUAGES

LANGUAGE	WRITE	READ	SPEAK
English	Excellent	Excellent	Excellent
Urdu	Excellent	Excellent	Excellent
Pashto	Excellent	Excellent	Excellent

Education

M.B.A (Marketing) Business Administration 1999

Gomal University, Dera Ismail Khan, Pakistan

B.B.A Business Administration 1996

Gomal University, Dera Ismail Khan, Pakistan

Courses and Seminars

- **“Hotel Management for developing countries”**, Harbin University of Commerce, **China** (Certificate Course)
- **“How to succeed through customer services”**, Pakistan Institute Of Management Sciences **Lahore, Pakistan** (Certificate Course)
- **“Development Program”**, Hashoo Group of Hotels, **Peshawar, Pakistan** (Training Seminar)
- **“Supervisory Skills”**, Pearl Continental Hotel, **Peshawar, Pakistan** (Training Seminar)
- **“Train the Trainer”** (T.O.T) offered by a Specialist from **Germany** at PAITHOM. (Certificate Course)
- **“Entrepreneurship Development Programme”** designed and delivered by SAVANT in collaboration with Dir District Development Project (DDDP) at Timergara (Training Course)
- **“Microsoft Office 2000”** Sarhad Institute of Information Technology, Peshawar (Certificate Course)
- **“Professional Internship”** in Swat Serena Hotel, Swat (Certificate)

Skills

- A demonstrated record of achievement, management and responsibility.
- Ability to institute creative improvements that allow for more efficient managing of workflow.
- Acknowledged for meeting company goals while maintaining excellent client relations.
- Effective, versatile manager. Earned respect of superiors and subordinates for results and motivation skills.
- Proven skills in leadership, communication and problem solving.
- A quick learner who enjoys keeping current with new developments.
- Can manage multiple complex tasks simultaneously.

- Maintain composure under pressure; able to work autonomously with little direct supervision.
- A personable but firm professional with a good sense of humor and a strong sense of commitment toward success.
- Handled problems that other staff member could not reconcile.
- A loyal, team spirited individual, able to effectively gain confidence of people and work with people of diversified cultures.
- Adapt to ever changing situation. Critical decision making skills.
- Show intuition, discernment and foresight.
- Able to organize material and information in a methodical way.
- Analytical ability combined with extensive experience in conception and execution.
- Recognized for powerful communication skills, handle high pressure situation in a professional and effective manner and use strong computer skills in daily activities.
- Trained both new and existing personnel on daily operation of customer service system.
- Versatile, action oriented. Have delivered significant results in key positions.

PRESENT JOB DESCRIPTION

Worked as an **Instructor** at PAITHOM (Pakistan Austrian Institute of Tourism and Hotel Management, Swat, Ministry of Tourism, Government of Pakistan)

Responsibilities included:

- Provide educational and practical training in any assigned discipline of Hotel Management and Tourism i.e. (Front office, House Keeping, Tourism, Quality Assurance & Marketing etc).
- Prepare exam papers, Class schedule and all formats for practical training.
- Assist the Chief Instructor in developing curricula for Diploma and Short Certificate Courses in Tourism, Hospitality, Tour Operation and Tour Guides Operation.
- Take care of all kind of student's affairs.
- Provide handouts to the students.
- Assist Principal in correspondence with Ministry of Tourism, Government of Pakistan.
- Take care of "Room Division" of Training/ Commercial Hotel.
- Attend all directed meetings, seminars, workshop, staff development training etc.
- Assist Principal in preparing Marketing & Sales Promotion plan for Institute and Training/Commercial Hotel.
- Assist Principal in matters pertaining to affiliation of Institute with local/foreign Universities.
- Design PC-I for NAVTEC (National Vocational Technical Education Commission) with assistance of senior faculty members.
- In addition, responsible for any task assigned by the Principal.

Computer skills

- MS Office (Word, excel, Power Point)
 - Internet explorer

References

Available upon request