

Muhammad Kashif Khan

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Current Location: Jand District Attock

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CAREER OBJECTIVES

To obtain a challenging position in a reputed organization where my knowledge, experience, and skills will contribute towards the growth and success of the organization.

SKILLS

- ❖ Ability to work under tough deadlines.
- ❖ Excellent communication skills.
- ❖ Good knowledge of public dealing.
- ❖ Skills in establishing priorities and managing workload.
- ❖ Ability to solve the problems.

PERSONAL INFORMATION

- ❖ Father Name : Arab Khan
- ❖ Date of Birth : 15 February 2002
- ❖ Religion : Islam
- ❖ Domicile : Khyber Pakhtunkhwa

ACADEMIC QUALIFICATION

Certificate/ Diploma	Institution	Year of Completion	Marks or Grades
BS Tourism & Hospitality Management	Kohat University of Science & Technology, Kohat	2025	3.30 Cgpa
Intensive Training Course Electrician (1 year)	Govt. Technical Training Centre Jand, Attock	2022	A Grade
HSSC Pre-Medical	Indus Group of College Jand, Attock	2020	618 /1100
SSC Science	Beacon Light English Model Secondary School Jand, Attock	2017	745 / 1100

EXPERIENCES

Designation : Front Desk Officer
Organization : Rose Palace Hotel, Lahore
Date : August-07-2025 to December-30-2025

- **Responsibilities As Front Desk Officer**
- Greet guests warmly and provide exceptional customer service upon arrival and departure.
- Manage check-in and check-out procedures using hotel PMS.
- Handle reservations, room allocations, and booking inquiries via phone, email, and walk-ins.
- Maintain guest records, verify identification, and process payments accurately.
- Respond to guest complaints and requests promptly, ensuring a positive guest experience.
- Provide information about hotel services, local attractions, and transportation options.

- Answer phone calls professionally and transfer calls to the appropriate departments.
- Maintain front desk area cleanliness and ensure all stationery, forms, and keys are organized.
- Handle cash, card, and online transactions with accuracy.
- Assist guests with luggage, concierge needs, and special requests when needed.
- Ensure safety protocols by monitoring guest movements and following hotel security policies.
- Upsell hotel services, rooms, and promotions to maximize revenue.
- Monitored late arrivals and early departures, ensuring smooth and efficient service during overnight hours.
- Performed nightly audits, balanced cash drawers, reconciled daily transactions, and prepared financial reports.
- Ensured guest safety by monitoring CCTV cameras, patrolling lobby areas, and coordinating with security staff.
- Maintained front office records, logs, and communication reports for morning staff handover.
- Coordinated with housekeeping and maintenance for early-morning room readiness.
- Assisted with wake-up calls, airport pickups, and special guest arrangements.

Designation : **Front Desk Officer & Services (Internship)**
Organization : **Paisha-Var Grill House, Islamabad**
Date : **July-01-2024 to August-30-2024**

LANGUAGES

Language	Listening/Reading	Writing	Speaking
English	Proficient	Proficient	Proficient
Urdu	Proficient	Proficient	Proficient
Pashto	Proficient	Mediocre	Proficient