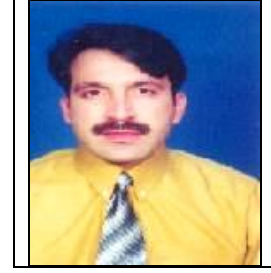


**Muhammad Hanif Khan**

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[hanifyousafzai@yahoo.com](mailto:hanifyousafzai@yahoo.com), hanifyousafzai@hotmail.com

**Bio Data**

Date of Birth 20<sup>th</sup> 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