

Muhammad Talha

Hospitality Associate | Front Office & Housekeeping Experience

❖ Summary

Dedicated hospitality professional with six months of internship experience at Royalton Hotel Pakistan, specializing in front office operations, housekeeping, and food & beverage services. Recent graduate with a diploma in hotel management recognized by the Ministry of Tourism. Committed to delivering exceptional guest experiences and thriving in fast-paced environments.

❖ Education

• Diploma in Hotel Management

TDCP-ITHM College, Pakistan

2019- 2020

Recognized by the Ministry of Tourism, with training in Food & Beverage Services, Personality Development, Sales & Marketing, French-I and II, Front Office, Housekeeping, Tour Guide & Operations, Air Passenger Tariff & Ticketing, Human Resource Management, Kitchen Management, Business Communication, Information Technology, Organizational Behavior.

• Bachelor of Arts

University Of Sargodha, Pakistan

2022- 2023

Majors: social sciences English literature

❖ Professional Experience

Intern, Royalton Hotel Pakistan

Month Year – Month Year

During my six-month internship at Royalton Hotel Pakistan, I worked mainly in Housekeeping and Front Office. I managed guest check-ins and check-outs using Opera software and helped maintain cleanliness standards in guest rooms. I also supported the Food & Beverage team during events. This experience strengthened my skills in hotel operations and guest service.

Front Office

- Managed guest check-ins and check-outs using Opera software, ensuring a smooth process.
- Provided information about hotel services and local attractions to enhance guest experience. *(Continued ...)*

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Iqama Status:
Valid / Transferable

Transfer Period:
Immediate

Nationality: Pakistani
DOB: 15/12/1998
City: Al Khobar

Skills

Customer Service

Consistency

Adaptability

Communication

Computer Skills

Opera by Oracle

Microsoft office (word, Excel, PowerPoint).

Expertise in computer (Windows Applications, Internet surfing).

Email Writing

Languages

English (Fluent)

- Assisted with handling guest inquiries and resolving complaints in a timely manner.

Housekeeping

- Supported housekeeping staff in maintaining high cleanliness standards in guest rooms and public areas.
- Assisted in inventory management of cleaning supplies and linen.
- Conducted inspections of rooms to ensure adherence to hotel quality standards.

Food & Beverage

- Collaborated with the food & beverage team to deliver exceptional service during dining and events.
- Assisted in setting up and clearing dining areas, ensuring a pleasant atmosphere for guests.
- Helped with inventory tracking and order placement for food and beverage supplies.

“Thank you for considering my application. I am eager to bring my skills and passion for hospitality to your team and contribute to delivering exceptional guest experiences. I look forward to the opportunity to discuss my candidacy further.”