

Mohammad Hanif Khan

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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.

EDUCATIONAL QUALIFICATION

Degree	Area of Study	Institution / School
M. Phil	HRM/Hotel Management	University of Malakand
MBA	Administration/Management	Gomal University D.I.Khan
BBA	Administration/Management	Gomal University D.I.Khan
F.A	Inter Science	Islamia College Peshawar
SSC	Science Group	G.H. School Khanpur Dir (L)

PROFESSIONAL EXPERINCE

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- 1. Position:** Head of Department/Lecturer (BPS-18)
Location: Department of Tourism and Hotel Management
Employer: University of Malakand
Period: 2011 to date
Major Responsibilities:
- To manage the whole department.
 - To attend meetings with the Vice Chancellor, Registrar and Deans.
 - To make syllabus for the newly established department.
 - To arrange and conduct seminars.
 - To teach subjects regarding Tourism and Hotel Management.
 - To ensure Quality Enhancement Programs in the department.

- To make PC-1 for new projects.
- To correspond with other stake holders for the uplift of Tourism and Hospitality sector.

2. Position: **Instructor (BPS-17)**
Location: **Pakistan Austrian Institute of Tourism and Hotel Management, Guli Bagh Swat**
Employer: **Ministry of Tourism, Government of Pakistan**
Period **2007 to 2011**

Major Responsibilities:

- To teach and 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.
- 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

3. Position: **Night Manager**
Location: **Pearl Continental Hotel, Peshawar**
Employer: **Hashwani Hotels Ltd Pakistan**
Period **2005 to 2007**

Major Responsibilities:

- To manage and monitor activities of all employees in the Front Office department making sure they adhere to the standards of excellence and to the guidelines set in the employee handbook, hotel policies and procedures, coaching, training and correcting where needed.
- To maintain a professional and high quality service oriented environment at all times.
- To act as manager on duty for the hotel in the absence of the Front Office Manager dealing with complaints, problem solving, disturbances, special requests and any other issues that may arise.
- To manage the night shift in the department ensuring all employees perform the tasks assigned to them and co-ordinate Front Office activities with other

departments. To ensure the accurate completion of the daily night audit in a timely fashion

- 4. Position: Duty Manager**
Location: Pearl Continental Hotel, Peshawar
Employer: Hashwani Hotels Ltd Pakistan
Period 2004 to 2005

Major Responsibilities:

- To welcome and bid farewell to all visitors to the hotel in a warm and professional manner. Ensuring all guests receive prompt service and guidance accordingly.
- To assist with all departments in times of pressure – where reasonably possible.
- To ensure that accommodation for arriving VIP's and those staying is prepared to the agreed standard.
- To room all VIP and important guests personally assuring a very positive first impression.
- To liaise with guests and ensure a strong host presence at all times, passing relevant information onto staff especially specific requirements or arrangements
- To perform duty management as detailed on the management rotation.
- To ensure that the standards of service in all areas meet the required levels.
- To deal with complaints quickly and efficiently and find suitable solutions to any problems that may arise.
- To assume responsibility for the running of the Hotel in the absence of senior management.

- 5. Position: Reception Officer**
Location: Pearl Continental Hotel, Peshawar
Employer: Hashwani Hotels Ltd Pakistan
Period 2002 to 2004

Major Responsibilities:

- To receive guests to the hotel by greeting them warmly, and attending to their inquiries and also answer inquirers over the phone.
- To inform guests of the services and accommodation rates in the hotel, make reservations for guests according to their needs, and also make sure that all reservations cancelled are effected immediately to avoid confusion.
- To build good relationship and rapport with guests to make them feel comfortable and address any complaints they might have in a very courteous manner to protect the image of the hotel.
- To keep clear and comprehensive records of guest room bookings and all billings for accountability and future reference.

- 6. Position: Assistant Reception Officer**
Location: Pearl Continental Hotel, Peshawar

Employer: Hashwani Hotels Ltd Pakistan
Period 1999 to 2002

Major Responsibilities:

- To undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience.
- To build a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service. 3. To deal with guest requests to ensure a comfortable and pleasant stay.
- To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.

Experience

- Member of Higher Education Commission National Curriculum Revision Committee.
- Member Board of Study of Department of Tourism and Hospitality, Hazara University, Mansehra
- Member Board of Study of Department of Tourism and Hospitality, Abdulwali Khan University, Mardan
- Member Board of Study of Department of Tourism and Hospitality, University of Peshawar
- Director of Sports and Games University of Malakand from 5-3-2014 to 18-01-2016.
- Member Academic Council, University of Malakand
- Member Appellate Committee, University of Malakand

Courses and Seminars

- **“05 Days Workshop on Teaching & Research”**, organized by Department of Education in collaboration with Higher Education Commission at University of Malakand (Certificate Course)
- **“Indigenous On-Campus Training Workshop of Administrative Staff on Good Governance”** organized by University of Malakand (Certificate Course)
- **“Disaster Management Exhibition”**, organized by University of Malakand (Certificate Course)
- **“Professional Competency Enhancement Program for Teachers (PCEPT)”** organized by Higher Education Commission.
- **“Indigenous On-Campus Training Workshop of Administrative Staff on Finance, Audit and Psycho-social Approach”**, organized by Directorate of Quality Enhancement Cell.
- **“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)

LANGUAGES PROFECIENCY

Name	Read	Write	Speak
English	Good	Good	Good
Urdu	Good	Good	Good
Pashto	Good	Good	Good

COMPUTER SKILLS

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- MS Office
 - MS Word
 - MS Excel
 - MS Power Point
 - Internet

References

Available upon request