

CURRICULUM VITAE



Shaikh Waliar Rahman, Hotelier
Graduate in Hotel Management & Arts
Managing Director & Chief Consultant

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Key Skills

- Former Company Secretary, Project Coordinator and Owner representative for establishing, opening and supervising the five-star deluxe hotel “Le Meridien Dhaka”. The Le Meridien is now in operation.
- To oversees the planning, implementation and tracking of a specific short-term project which has a beginning, an end and specified deliverables.
- Determine the resources (time, money, equipments, etc) required to complete the project
- Create a detailed work plan which identifies and sequences the activities needed to successfully complete the project
- In charge to coordinate with Consultants, Operator and Project team for the progress of the work and feedback to the Owner
- Work closely with PM & Consultants to meet the time line with maintaining the standard
- Communicate with Starwood Executives to get an update information and feedback for the project
- Handle administrative tasks, customer service experience, budget preparation, controlling expenses and inventory of a Five Star Chain Hotel.
- Ensure smooth operation of hotel to procure the Capex and OS&E of General, Food & Beverage, Finance, Rooms (Housekeeping & Front Office), Engineering, Kitchen and Printing and advertising material.
- Develop purchasing policies and procedures and control purchasing budget, identify vendors of materials, equipments or supplies, evaluate cost and quality of goods or services and maintaining the stock of all items.
- Responsible as Member Secretary of Tender committee for procurement, advertising, Evaluation, comparison of the financial offers, select the right supplier, issuing the PO and monitored.
- Establishing foreign and domestic suppliers, administrating online purchasing system, Structuring product contracts, Negotiate or oversee the negotiation of purchase contracts,

- Human Resource Management activities such as hiring, training and evaluating performance, provide services by demonstrating product knowledge and marketing skills while ensuring customer's expectations.
- **Ensure smooth operation of all the department of the hotel.** Activities of the hotel and resolves problems arising from guest, complaints, reservation and services of room assignment, check in, check out, cashiering, concierge, baggage, business center, telephone (PABX), guest transport and unusual requests and enquiries. Cleaning all the outlets, public area, landscape & maintaining the plant and garden. Ensure proper hygiene of F&B out-lets, Managing priorities and demands and is able to solve problems, support staff. Establish and implement operating procedures and standards, Plan and coordinate the activities of Managers/supervisors and their crew, Coordinate inspection or inspect assigned areas to ensure standards are met.
- Control all kind of expenses in order to assist in a profitable operation.
- **Language:** English, Urdu, Hindi & Arabic
- **IT:** MS World, MS Excel, MS Power Point and Internet Browsing.
Micros-Fidelio: Housekeeping & Front Office: (Occupancy, Billing & other financial transaction, Reservations information, Registration Card print, Guest or company's History, Billing, Currency exchange, Room attendant assignment, Lost & Found Record, Linen Inventory Control etc)
Fidelio MMS (Material Management System): (Fidelio Inventory)
Fidelio MMS Report

Objective

- Execute the project according to the project plan by contracting qualified consultants and contractor to work on the project as appropriate
- To ensure the proper Consultants, Contractors and suppliers are selected to establishing the new hotel according to the requirements of Chain Hotel & Brand.
- To ensure the smooth operations of all the departments of the hotel, as well as maintain high quality service towards guest satisfaction and control the expenses in order to assist in a profitable operation.
- To ensure the smooth operations of Rooms, Finance, Housekeeping, F & B outlets, Purchasing & Cost Control Department, Stocktaking, Store Management, function as well as maintain high quality service towards customer's satisfaction.
- To provide good job training to improve personalized service and meet expectation to our valued customer.

Professional experience, background and personal goal
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Date	:	At present
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Position : **Managing Director & Chief Consultant**

Employer : **International Hospitality Consultants.**

Skills : **Specialised in hotel projects management, preopening and operation over 30 years of experience in domestic and abroad**

Date	:	October 01, 2010 to September 07, 2017
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Position : **Company Secretary and Owner Representative, Chief Coordinator and Overall in Charge for the five star hotel “Le Meridien Dhaka” (in operation) & “Le Meridien Resort & Spa, Bhaluka” (under construction).**

Employer : **Best Holdings Ltd.
Owner: Le Meridien Dhaka & Le Meridien Resort & Spa Bhaluka.**

Facilities : **LM Dhaka: Guest Rooms 304, F&B Outlets- 5, Grand Ballroom-2, Meeting rooms-7, Swimming Pool & Health Club, Spa and Bar, Roof top Garden Restaurant.**

Date	:	December 01, 2009 to September 30, 2010
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Position : **Front Office Manager/Director Rooms (SCOM Level). Responsible for the smooth operation Rooms Division(Front Office & Housekeeping Dept.), i.e. All Rooms, Reservation, Reception, Cashiering, Business Center, PABX, Concierge, Transport, Airport reception counter, Health Club and F & B outlet at VIP Lounge, Housekeeping Department, Laundry and Public area.**

Employer : **Pan Pacific Sonargaon Dhaka**

Facilities : **Guest Rooms 304, Pacific Lounge, F&B Outlets- 5, Ballroom, meeting rooms Swimming Pool & Health Club and Bar.**

Date	:	November 14, 2005 to November 30, 2009
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Position : **Director of Finance (In charge) & Purchase Manager (SCOM Level).**
Overall operation of Finance Dept. and Purchase Dept. Including smooth operations of Cost Control, Store Management, F&B, General & Beverage, Receiving and Restaurant Cashiering under Finance Dept, Cashier.

Employer : **Pan Pacific Sonargaon Dhaka**
Facilities : **Guest Rooms 304, Pacific Lounge, F&B Outlets- 5, Swimming Pool & Health Club and Bar.**

Date	:	June 2003 to November 13, 2005.
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Position : **Manager Purchase & Cost Control (HOD Level)**
Invited SCOM including smooth operations of Cost Control, Store Management, F&B and Receiving under Finance Dept.

Employer : **Pan Pacific Sonargaon Dhaka**
Facilities : **Guest Rooms 304, Pacific Lounge, F&B Outlets- 5, Swimming Pool & Health Club and Bar.**

Date	:	January 2000 to May 2003
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Position : **Front Office Manager (HOD Level) Invited SCOM**
Responsible for the smooth operation of Reservation, Reception, Cashiering, Business Center, PABX, Concierge, Transport, Airport reception counter and F & B outlet at VIP Lounge and Health Club.

Employer : **Pan Pacific Sonargaon Dhaka**
Facilities : **Guest Rooms 304, Pacific Lounge, F&B Outlets- 5, Swimming Pool & Health Club and Bar.**

Date	:	January 1999 to December 1999
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Position : **Assistant Front Office Manager**
Responsible for the Smooth operation of Reception, Cashiering, Business center, PABX, Concierge, Transport, Airport reception counter and F & B outlet at VIP Lounge.

Employer : **Pan Pacific Sonargaon Dhaka**

Facilities : **Guest Rooms 304, Pacific Lounge, F&B Outlets- 5, Swimming Pool & Health Club and Bar.**

Date	:	August 1996 to December 1998
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Position : **Executive Housekeeper (HOD Level)**
Responsible for smooth operations of all the guest rooms, Public Area, Health club, Swimming pool, Tennis, Laundry, Uniform and overall cleaning of the hotel.

Employer : **Pan Pacific Sonargaon Dhaka**

Facilities : **Guest Rooms 304, Pacific Lounge, F&B Outlets- 5, Swimming Pool & Health Club and Bar.**

Date	:	June 1993 to June 1996
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Position : **Executive Housekeeper (HOD Level)**
Responsible for smooth operations of all the guest rooms, Public Area, Health Club, Swimming pool, Tennis, Laundry, Uniform.

Employer : **Kuwait University Kuwait**

Facilities : **Kuwait University State Guest Houses 250 Serviced Apartment, Conference room, Banquet Hall, Health Club, Swimming Pool, Laundry, Transport**

Date	:	October 1991 to May 1993
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Position : **Senior Housekeeper, responsible for smooth operations of all the guest rooms, Public Area, Health club, Swimming pool, Tennis, Laundry & Uniform.**

Employer : **Kuwait Sheraton Hotel, Kuwait**

Facilities : Guest Rooms 330, F&B Outlets- 5, Grand Ball room, Meeting Rooms, Swimming Pool and Health Club

Date	:	January 1985 to December 1985
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Position : **Asst. Executive Housekeeper, responsible for smooth Operations of all the guest rooms, Public Area, Health Club, Swimming pool, Tennis, Laundry & Uniform.**

Employer : **Le Meridien Hotel, Kuwait**

Facilities : Guest Rooms 336, F&B Outlets- 5, Grand Ball Room, Meeting Room, Swimming Pool and Health Club

Date	:	June 1984 to December 1984
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Position : **PM Shift In charge, responsible for the smooth Operations of Housekeeping.**

Employer : **Le Meridien Hotel, Kuwait**

Facilities : Guest Rooms 336, F&B Outlets- 5, Grand Ball Room, Meeting Room, Swimming Pool and Health Club

Date	:	April 1980 to May 1984
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Position : **Floor Supervisor, responsible for the operation of Guest rooms and guest requirements as per their Expectations.**

Employer : **Le Meridien Hotel, Kuwait**

Facilities : Guest Rooms 336, F&B Outlets- 5, Grand Ball Room, Meeting Room, Swimming Pool and Health Club

Training and Study

- Attended and successfully completed the “**Fire Fighting, Fire Prevention, Rescue and First Aid Training**” conducted from 07-08, July 2009 by Fire Service & Civil Defence Directorate Dhaka.
- Attended and successfully completed the training course on **proTrainers** workshop on **VAT System in Bangladesh conducted by** National Board of Revenue at Pan Pacific Sonargaon Dhaka on the March 29-30 in the year 2007.
- Awarded of Certificate of Achievement as “**Trainer of the Year**” for the year 2006 from Pan Pacific Sonargaon, Dhaka.
- Attended and successfully completed the training course on **Leading Principled: The New Pan Pacific Sonargaon** conducted by **E-Zone HRM Limited** from May 25-27, 2006 held at BRAC Center for Development Management (BCDM), Dhaka.
- Attended and successfully completed the **Pan Pacific Assessor course** held at Pan Pacific Dhaka from 11-12 July, 2004
- Attended and successfully completed the training course on **ServSafe Essentials** conducted by **The National Restaurant Association Education Foundation, USA** held at Kula Lumpur, Malaysia from 24-25 May, 2004.
- Attended and successfully completed the training course on Basic First Aid conducted by **The Bangladesh Red Crescent Society** held at Dhaka from 03-05 February, 2003
- Attended and successfully completed the Pan Pacific **Train the Trainer Course** held at Pan Pacific Dhaka from 27-29 January, 2003
- Attended and successfully completed the course on Human Resource Management from **INSTITUTE OF PERSONNEL MANAGEMENT** Dhaka, Bangladesh from 29th June to 3rd July, 2002.
- Attended and completed the **PATA (The Pacific Asia Travel Association)** is the leader of and authority on Pacific Asia travel and tourism) Bangladesh Communicators’ Workshop held at Bangladesh Parjatan Corporation in May 11-12, 2002.
- Attended and successfully completed the seminar on **BUSINESS WITHOUT BOARDERS** “Sales Mindset- Unleash Your Hidden Potential” conducted in Dhaka, Bangladesh by Mr. Orvel Ray Wilson, CSP, THE GUERRILLA GROUP inc. in September 22, 2000

- Attended and completed a **People Innovations Course- Absolute Care 2000** and beyond in February, 1999 conducted by Ms. Lisa Mosher, Director People Innovation, Corporate Office, PPHR.
- Attended and completed a Computer Course on **FIDELIO Front Office** and Rooms operations in December 1999.
- Awarded of certificate of competence as **Entry Level Trainer in Housekeeping** from NTO- National Tourism Organization and SATS- South Asia Tourism Secretariat in August 1999.
- Attended and completed the Trainer Development Program **Specializations- Housekeeping”** conducted by South Asia Integrated Tourism Human Resource Development Committee supported by European Commission in April 12-16, 1997.
- Completed a Computer Course on **Computer fundamentals** in September – October, 1996.
- **Completed a Computer Course from Kuwait University in 1994.**
- Attended and completed the Course of **SHERATON GUEST SATISFACTION STANDARDS** from Kuwait Sheraton Hotel in February – March, 1993.
- Attended and completed on **“TEAM BUILDING SEMINAR”** conducted by The Industrial Society Course, London held at Kuwait Sheraton Hotel, Kuwait in July 1992.

Thanking You,

Shaikh Waliar Rahman, Hotelier.
 Managing Director & Chief Consultant,
 International Hospitality Consultants