**Khursheed Khan**

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**Key Skills & Expertise**

* Empathy
* Communication skills
* Product knowledge
* Problem-solving skills
* Patience
* Positive attitude
* Positive language
* Listening skills
* A willingness to go the extra mile
* Personal responsibility
* Confidence
* Authenticity
* Adaptability
* Attentiveness
* Desire to learn
* Professionalism
* Acting ability
* The ability to respond quickly
* Time management skills

**Education**

* 2014 – 2017 Bachelor of Art from Calorx Teachers University

 Ahmadabad Gujarat India (Correspondence)

* 2000 – 2002 Higher Secondary from Queens College Varanasi Uttar

 Pradesh India

* 1999 – 2000 High School from Bara Inter College Bara Uttar

 Pradesh India

**Experience**

August 2014 – August 2017 Airport Manager at Hi – Tours India

 Pvt Ltd New Delhi India

 **Job Responsibilities**

* Handling guest arrival with pick up request, and arrange the transportation.
* Assist with guest luggage as and when required.
* Give all hotel facilities information to the guest and assists them in to the car.
* Inform reception manager, [concierge](https://setupmyhotel.com/homepage/hotel-management-glossary/concierge.html) or guest relation officers when VIP on their way to the hotel.
* Be present at all scheduled flight landings and assist incoming guests with baggage clearance and directing them to transport facilities.
* Stand by at the arrival terminal for every flight arrival.
* Write all the additional instruction for guests or information about guest arrival or departure in the logbook and should be transferred to the [expected arrival](https://setupmyhotel.com/homepage/hotel-management-glossary/expected-arrival.html) list of each airport rep.
* If the pickup is not arranged by the hotel then, Guest should be shown only to the recommended taxi or limousine.
* [Escort](https://setupmyhotel.com/homepage/hotel-management-glossary/escort.html) the guest to the official car rental and deals with authorized car rental staff.
* Any changes on arrival and departure flight must be reported to [Front Office](https://setupmyhotel.com/homepage/hotel-management-glossary/front-office-department.html) manager and chief concierge.
* If there is a problem while on duty without the supervisor, must be discussed and report to front office manager.
* Responsible for good service and maintain close relationship with all official sectors at the airport and most of all, maintain a spirit of team work among the hotel’s personnel. Submit names and arrival flight numbers to meeting service staff.
* Ensures the neat of appearance and grooming of airport representative officers.
* Anything that is related to operation as well as special cases of leaving must be noted down in the logbook, and also have to have the written approval of [Hospitality](https://setupmyhotel.com/homepage/hotel-management-glossary/hospitality.html) Manager or Chief Concierge.
* Must follow the working schedule properly. Any changes to be reported and approved by front office manager, assistant front office manager and assistant managers.
* VIP and VVIP guests to be welcomed at the airport and ensure transportation are arranged.
* Maintain a good relationship with airline personnel, immigration and custom officers under the guidance of the Manager.

**Various**

* **Language**: Hindi, English, Bengali
* **Computer Skills:** MS Word,MS Excel

 **Interest**

* Interest in making food
* Interest in making genuine friends
* Interest in helping poor peoples
* Interest in visiting new places

 **Hobbies**

* Cycling
* Reading Books
* Watching Movies
*

 **Life Goal**

* Different foreign languages
* Different Culture
* Esteemed Company
* Senior Position