

BISMA SALEEM

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Nationality: UNITED STATES OF AMERICA



PROFILE

A successful background in the achievement of organisational growth. Possesses the ability to effectively manage and motivate high performance teams in the creation of innovative and unique guest experiences to achieve guest satisfaction. Skilled in the management of hotel operations, with a commitment to maintaining an effective communications flow between departments and coordinating crew matters. Applies strategic insight when overseeing the implementation of procedures, operations, accounting and policies, and when encouraging the delivery of high quality standards. Exhibits profound knowledge of operations such as front office, F&B, housekeeping, finance, and entertainment

Smoke lab -Melbourne, vic

-Nov 2022-2023 Sep

Bar/guest experience supervisor:

familiar with all kinds of standard drinks, and extensive service experience. A candidate who prioritizes strong communication skills, both with guests to build relationships and with employees to encourage more effective operation. Holds management experience and familiar with completing leadership and administrative tasks. Oversee the bar and manage other bartenders to ensure a high level of service and masterful drink preparation.

Ensure all opening and closing tasks are completed quickly and correctly to prepare for the next day of operation. Manage labor, create schedules, and make sure enough bartending staff is always available to satisfy all guests. Take drink orders during busy times, prepare special drinks, and serve them professionally and quickly.

specialist/ event planner – USA and Italy

Feb 2021- 2022 Sep

Freelance ambassador / promoter

Demonstrate and provide information on promoted products/services. Create a positive image and lead consumers to use it. Use lectures, films, charts, and/or slide shows. Distribute product samples, brochures, flyers etc. To source new sales opportunities. Identify interest and understand customer needs and requirements. Set up booths or promotional stands and stock products. Report on demonstration related information (interest level, questions asked, number of samples/flyers distributed etc

- SAMI ASIM KHAN CINEMATOGRAPHER, Dubai, UAE

-MAR 2019-2020 Dec

As a personal assistant to a sports car cinematographer, your responsibilities include coordinating schedules, managing communication, supporting production, handling equipment, organising

documents, conducting research, arranging travel, troubleshooting, and maintaining confidentiality and professionalism.

CAFE PRONTO, KARACHI, PAKISTAN –

-FEB 2018-2019 DEC

Host/hostess:

Welcoming guests to the venue. Providing accurate wait times and monitoring waiting lists, Managing reservations. Escort customers to assigned dining or bar areas. Provide menus and announce Waiter/ Waitress's name. Greet customers upon their departure. Coordinate with wait staff about available seating options. Maintain a clean reception area. Cater to guests who require extra attention. Answer incoming calls and address customers' queries. Assist wait staff as needed. Suggesting food, drinks, and nearby touristic places to visit.

Making sure the image and exterior/interior are clean. Briefing the employees before their shifts start. Liaise between the departments. Making sure we are satisfying our clients the first line service.

Royal dynasty/four seasons, Karachi, Pakistan.

-mar 2016-2018 Jan

Event coordinator internee:

It's a family owned business of event planning and banquet halls. I was working as a hostess/ event planner assistant. My duties included: Planned and executed tailor made events for individual and corporate client. Ensured availability of all material and manpower availability for all events in progress. Advised clients on setup options. Provided clients with estimates on cost of event. Created and executed marketing campaigns for client building. Owned client contact and resolved any issues. Ensured events ran smoothly over the course of the day. Recommended wedding themes to clients. Planned tasting sessions with caterers. Inspect reception area prior to ceremony, ensuring setup is as planned. Ensured that guests are handed giveaways right after the wedding. Provided clients with information on the execution of desired wedding event within the allocated budget.

EDUCATION

Olevels- private candidate — aug 2015

11 years of education

I lets certified 2016

Tefl level 5 certified 2024

CERTIFICATION:

RSA: responsible service of alcohol-2023 Melbourne, AU

Professional makeup artist- 2015 USA Hospitality: 2015 turkey

Appreciation in customer service.

SKILLS:

• communication skills • time management • team work • innovative • marketing • problem solving • event planning • leadership skills • hosting skills • interpersonal skills • promoting Social media:

Instagram: BismaSaleemKarim98

Facebook: bisma saleem

Linked-in: <https://www.linkedin.com/in/bisma-saleem-147402223>