



SHAIKH WALIAR RAHMAN

E-mail: waliar123@gmail.com | | Contact No. (880) 1730359668, (880) 1970359668

Website: www.ih-consultants.com

Managing Director & Chief Consultant International Hospitality Consultants (IHC)

PROFESSIONAL

Present Position Held **Managing Director & Chief Consultant**
Present Company **International Hospitality Consultants (IHC)**

SNAPSHOT

Performance-driven, accomplished, and seasoned professional, offering more than 39 years of effective management expertise and progressive leadership practices to all hotel operations. Exhibit strong Food and Beverage operations knowledge and experienced in leading full spectrum of business operations within highly competitive environments. Display remarkable skills in identifying new business, expanding existing business, and winning customer loyalty.

Highly knowledgeable of all aspects of corporate finance, including business plan development. Expert at utilizing keen analysis, insights, and collaborative approach to drive organizational improvements and realizations of best practices. Powered with dynamic organizational skills and proven talent to independently plan and direct demanding operations and complex schedules.

Accustomed to completing projects within established timeline that greatly impacted bottom-line results. Visionary leader with extensive background in developing and leading teams of people to secure first-class hotel operations that support strategic growth of a company. Skilled at transforming high-potential staff into outstanding leaders, demonstrating creativity critical to financial and operational success in union environment.

Adept at restoring profits and instituting essential infrastructure crucial to sustain prosperity and turnaround situations. Competent in organizing tasks, increasing efficiency, and obtaining maximum results from limited materials and manpower resources. Powered with decisive judgment, critical thinking, delegation skills, and the ability to multitask effectively with minimum supervision in a fast-paced and challenging environment.

CAREER COVERS

August'2017 Onwards International Hospitality Consultants (IHC)
Managing Director and Chief Consultant

- ✦ Assumed full responsibility in managing the scheduling Project Management, Pre-opening and Operation over 35 years of experience in domestic and abroad
- ✦ Directed and coordinated daily operational business aspects. Generating growth opportunities and expanding geographic service area business expansion.
- ✦ Played a key role in
 - Selecting Consultants, Contractors and suppliers for establishing the new hotel according to the requirements of Chain Hotel & Brand.
 - Ensuring smooth operations of:

- All departments, as well as maintain high quality service towards guest satisfaction and control the expenses in order to assist in a profitable operation.
 - Rooms, Finance, Housekeeping, F & B outlets, Purchasing & Cost Control Department, Stocktaking, Store Management; maintain high quality service towards customer's satisfaction.
- ↻ Drove the attainment of corporate goals and objectives by developing and motivating employees.
 - ↻ Oversaw and managed the maintenance of project levels to accommodate business needs.
 - ↻ Maximized management capabilities in directing employees' work while maintaining smooth production operations.
 - ↻ Presided over financial planning and analysis, accounting, tax, treasury, budgeting, MIS and administrative functions.

KEY PROJECTS

- ↻ Le Meridien – Dhaka
- ↻ Le Meridien Resort & Spa - Valuka (Under Construction)
- ↻ Pan Pacific Sonargaon - Dhaka
- ↻ Le Meridien - Kuwait
- ↻ Sheraton - Kuwait
- ↻ University State Guest Houses-Kuwait
- ↻ Platinum Suites - Dhaka
- ↻ Sea Queen - Cox's Bazar
- ↻ Hotel Kollol - Cox's Bazar
- ↻ Upcoming project "Le Meridien Resort & Spa" Bhaluka.

Dec'2017 to March'2020

J & Z Group

Group CEO

Facilities: Operation of Hotel Kollol, Cox's Bazar, 5 Restaurants in Dhaka City, Catering operation of BATB, ICDDR, B, SUMSUNG, BUFT, NSU and others concern, we serve about 62,000 meals per day.

- ↻ Supervised all operational aspects focusing on food and beverage sales, pricing, staffing, and training while maintaining a profitable business and high quality service levels.
- ↻ Created innovative business plans and conceptualized several revenue-generating ideas.
- ↻ Administered financial strategies to increase efficiency. Exhibited superior talents in all aspects of corporate finance, strategic planning, budgeting and analysis.
- ↻ Sales and Marketing, Business Strategy Development and Business Strategy execution
- ↻ Business Information Analysis and Revenue Management
- ↻ Adhered strict compliance with corporate policies, procedures, and regulations toward fulfillment of its objectives
- ↻ Solidified long-term quality relationships with diverse customers to provide total satisfaction as well as to generate sales and new business opportunities
- ↻ Communicated with clients to provide prompt response to inquiries concerning products and services as well as to address and resolve complaints under time constraints.
- ↻ Customer and Public Relations Management

Oct'2010 to Oct'2017 Best Holdings Ltd. Owner: Le Meridien Dhaka & Le Meridien Resort & Spa, Valuka **Company Secretary as Owner's Representative/Chief Coordinator -**

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.

- ↻ Significantly contributed in establishing the 5 star hotel "Le Meridien Dhaka" (in operation) & "Le Meridien Resort & Spa, Bhaluka" (under construction) as an overall in Charge for the project.
- ↻ Provided keen oversight of the day-to-day operations - enhanced productivity in housekeeping, front office, and F&B.
- ↻ Monitored the business establishment, cost-containment and budgetary controls.
- ↻ Exemplified versatility and multitasking skills by performing diverse business functions, along with the operations of internal affairs.
- ↻ Identified and capitalized on emerging business ventures to propel an organization to the top-tier of its industry.

Aug'1996 to Sept'2010

Pan Pacific Sonargaon Dhaka

Dec'09 to Sep'10	Front Office Manager/Director Rooms (SCOM Level)
Nov'05 to Nov'09	Director of Finance (In charge) & Purchase
Jun'03 to Nov'05	Manager Purchase & Cost Control (HOD Level)
Jan'00 to May'03	Front Office Manager (HOD Level) Invited SCOM
Jan'99 to Dec'99	Assistant Front Office Manager
Aug'96 to Dec'98	Executive Housekeeper (HOD Level)

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

- ↻ **As Front Office Manager/ Director Rooms (SCOM Level)** Monitoring Rooms Division (Front Office & Housekeeping Dept.), - Rooms, Reservation. Overseen 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.

- ✦ **As Director of Finance (In charge) & Purchase:** Administered Finance Dept. and Purchase Dept. functions of Cost Control, Stores, F&B, General & Beverage, Receiving & Restaurant Cashiering under Finance Dept, Cashier.
- ✦ **As Manager Purchase & Cost Control (HOD Level):** Provided professional oversight in organizing and completing SCOM - Cost Control, Store Management, F&B and Receiving under Finance Dept.
- ✦ **As Front Office Manager:** Monitoring Front Office dept., - Rooms, Reservation, Reception, Cashiering, Business Center, PABX, Concierge, Transport, Airport Reception Counter, Health Club and F&B outlet at VIP Lounge.
- ✦ **As Assistant Front Office Manager:** Monitoring Front Office dept., - Rooms, Reservation. Overseen Reception, Cashiering, Business Center, PABX, Concierge, Transport, Airport Reception Counter, Health Club and F&B outlet at VIP Lounge.
- ✦ **As Executive Housekeeper (HOD Level):** Led operation across the smooth operations of all the guest rooms, Public Area, Health club, Swimming pool, Tennis, Laundry, Uniform and overall cleaning of the hotel.

Jun'1993 to Jun'1996 Kuwait University Kuwait Executive Housekeeper (HOD Level)

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

- ✦ Was accountable for smooth operations of all the guest rooms, Public Area, Health Club, Swimming pool, Tennis, Laundry, Uniform and overall cleaning of the State Guest house & Club.

Oct'1991 to May'1993 Kuwait Sheraton Hotel, Kuwait Senior Housekeeper

- ✦ Efficiently supervised operations of all the guest rooms, Public Area, Health club, Swimming pool, Tennis, Laundry, Uniform and overall cleaning of the hotel.

Jan'1986 to Dec'1990 Hotel Sea Queen, Cox's Bazar General Manager

Facilities: Guest Rooms 110, F&B Outlets- 2, Meeting Room and Health Club

- ✦ Responsible to establish the hotel and over all operational in charge as Pre-opening and opening General Manager,

Jan'1985 to Dec'1985 Le Meridien Hotel, Kuwait

Jan'85 to Dec'85	Asst. Executive Housekeeper
Jun'84 to Dec'84	PM Shift In charge
Apr'80 to May'84	Floor Supervisor

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

- ✦ Efficiently maintained smooth operations of all the guest rooms, Public Area, Health Club, Swimming pool, Tennis, Laundry, Uniform and overall cleaning of the hotel.

ACADEMIC

- ✦ 1985-1986 Graduate in Arts under University of Rajshahi
- ✦ 1981-1984 Graduate in Hotel Management - Management, Catering, Rooms & Finance from Kuwait (Under French Management)
- ✦ 1977-1978 Higher Secondary Certificate in Science from Education Board Jessore
- ✦ 1975-1976 Diploma in Hotel Management- Management, Catering and Housekeeping from Technological
- ✦ 1964-1974 Secondary School Certificate in Science from Education Board Jessore

PROFESSIONAL TRAINING

Attended several Training Courses on:

- ✦ **"Fire Fighting, Fire Prevention, Rescue and First Aid Training"** conducted from 07-08, July 2009 by Fire Service & Civil Defence Directorate Dhaka.
- ✦ **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.
- ✦ **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.
- ✦ **ServSafe** Essentials conducted by **The National Restaurant Association Education Foundation, USA** held at Kula Lumpur, Malaysia from 24-25 May, 2004.
- ✦ Basic First Aid conducted by **The Bangladesh Red Crescent Society** held at Dhaka from 03-05 February, 2003

Successfully completed several courses:

- ✦ Awarded of Certificate of Achievement as "**Trainer of the Year**" in 2006 from Pan Pacific Sonargaon, Dhaka.
- ✦ **Pan Pacific Assessor course** held at Pan Pacific Dhaka from 11-12 July, 2004
- ✦ Pan Pacific **Train the Trainer Course** held at Pan Pacific Dhaka from 27-29 January, 2003
- ✦ Course on Human Resource Management from **INSTITUTE OF PERSONNEL MANAGEMENT** Dhaka, Bangladesh from 29th June to 3rd July, 2002.
- ✦ **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.
- ✦ **People Innovations Course- Absolute Care** 2000 and beyond in February, 1999 conducted by Ms. Lisa Mosher, Director People Innovation, Corporate Office, PPHR.
- ✦ Computer Course on **FIDELIO Front Office** and Rooms operations in December 1999.
- ✦ **Entry Level Trainer in Housekeeping** from NTO- National Tourism Organization and SATS- South Asia Tourism Secretariat in August 1999.
- ✦ Trainer Development Program **Specializations- Housekeeping**" conducted by South Asia Integrated Tourism Human Resource Development Committee supported by European Commission in April 12-16, 1997.
- ✦ **SHERATON GUEST SATISFACTION STANDARDS** from Kuwait Sheraton Hotel in February – March, 1993.

Attended several seminars:

- ✦ **BUSINESS WITHOUT BORDERS** " Sales Mindset- Unleash Your Hidden Potential" conducted in Dhaka, Bangladesh by Mr. Orvel Ray Wilson, CSP, THE GUERRILLA GROUP inc. in September 22, 2000
- ✦ "**TEAM BUILDING SEMINAR**" conducted by The Industrial Society Course, London held at Kuwait Sheraton Hotel, Kuwait in July 1992.

IT PROFICIENCY

- ✦ MS Office - MS Word, MS Excel, MS Power Point
- ✦ 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

-
- ✦ **Computer Fundamentals** in September – October, 1996.
 - ✦ **Computer Course** from Kuwait University in 1994.

COMPETENCY COVERS

Hotel Management	Quality Assurance and Service Standards
P&L Management	Guest Needs Assessment
Budget Control and Implementation	Financial Analysis and Reporting
Strategic Sales Action Plans and Marketing	Operations Management
Policy and Procedure Compliance	Customer Service and Relations
Strategic Planning and Implementation	Regulatory Compliance and Standards
Guest Needs Assessment	Leadership and Staff Motivation
Profit Maximization	Dispute Identification and Resolutions

I am Shaikh Waliar Rahman, seasoned professional offering 38+ years of extensive experience in Hospitality sector. Over these years I have significantly worked towards operating and opening of eminent restaurants, resorts and 5 star hotels. As a Group CEO for J & Z Group, wherein I am overall in charge of operations for Hotel Kollol, Cox's Bazar, 5 Restaurants in Dhaka City, Catering operation for the Multinational Company serving 62,000 meals per day. Being a multifaceted professional, I always foster team spirit and motivate my team to realize their true potential. My competitive edge is my inherent ability to authentically and quickly connect with all types of people in the industry. I am recognized as keen planner, strategist & implementer with demonstrated abilities **in managing entire business operations and accelerating the business growth. Also, I have developed strong commercial & marketing understanding of businesses - building brands & marketing strategies.** Committed, quick learner and optimistic defines me as an individual. Challenges and opportunities to learn & work in new avenues, motivates me to perform better. I look forward to take up roles with greater responsibilities and creating landmark.



Signature:

August 20, 2020

Date: