



**ICTHM**

**Islamabad College of  
Tourism & Hospitality Management**

*"Shaping Future Hospitality Leaders"*

**ISLAMABAD**

**College of Tourism & Hospitality Management**

Address 01: Office no 16 & 17, First Floor, TS MALL, Chiragh Road, Sadiqabad, Rawalpindi

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# INTRODUCTION

## Islamabad College of Tourism & Hospitality Management (ICTHM)

Islamabad College of Tourism & Hospitality Management (ICTHM) is a leading professional training institute committed to delivering quality technical and vocational education in Pakistan. Located in Islamabad, ICTHM specializes in equipping individuals with industry-relevant skills that meet the evolving demands of today's competitive job market.

ICTHM offers a diverse range of technical and professional programs with a strong specialization in Hospitality and Tourism Management. Our training approach combines theoretical knowledge with practical, hands-on experience to ensure students graduate with the confidence and competence required in modern industries.

With experienced instructors, updated curriculum, and a student-focused learning environment, ICTHM aims to develop skilled professionals ready to excel in their respective fields. In addition to technical expertise, we emphasize soft skills development, professional ethics, and workplace readiness.

At ICTHM, our mission is to empower individuals, strengthen the workforce, and contribute to the economic growth of Pakistan through excellence in education and training.

# VISION



## Vision of Islamabad College of Tourism & Hospitality Management (ICTHM)

Our vision at Islamabad College of Tourism & Hospitality Management (ICTHM) is to become a leading center of excellence in technical education and skill development, empowering individuals to thrive in a rapidly evolving global workforce. We aim to bridge the gap between education and industry by providing world-class training that equips our students with the practical skills, knowledge, and confidence needed to excel in their careers. Through innovation, collaboration, and continuous improvement, we aspire to shape a future where our graduates contribute to the economic growth and technological advancement of Pakistan and beyond.

# MISSION



## Vision of Islamabad College of Tourism & Hospitality Management (ICTHM)

Our vision at Islamabad College of Tourism & Hospitality Management (ICTHM) is to become a leading center of excellence in technical education and skill development, empowering individuals to thrive in a rapidly evolving global workforce. We aim to bridge the gap between education and industry by providing world-class training that equips our students with the practical skills, knowledge, and confidence needed to excel in their careers. Through innovation, collaboration, and continuous improvement, we aspire to shape a future where our graduates contribute to the economic growth and technological advancement of Pakistan and beyond.



## **RIAZ AHMAD KHAN**

### **CHIEF EXECUTIVE OFFICER**

### **Message of the CEO**

As CEO of Islamabad College of Tourism & Hospitality Management (ICTHM), I am proud to lead an institution committed to providing high-quality technical education and empowering individuals to excel in today's competitive job market. Since our founding in 2021, we have focused on practical, industry-relevant training to ensure our students are well-prepared for success.

At ICTHM, we believe in the transformative power of education and strive to offer the best learning experience to help our students achieve their career goals. Thank you for choosing us as your partner in professional growth.



## TAXPAYER REGISTRATION CERTIFICATE

(Under Section 181C of the Income Tax Ordinance 2001)

Registration No. 1624304



1624304

Date of Registration 04-Mar-2026

Type of Person Company

Inc. No. 0329063

Inc. Date 04-Mar-2026

Name ISLAMABAD COLLEGE OF TOURISM AND HOTEL MANAGEMENT (ICTHM) (PRIVATE) LIMITED

Address Balach, Near PSO Pump Lower Chitral., Mastuj, Chitral., -, -, Pakistan

Tax Office RTO PESHAWAR

Activity Type Business

Inland Revenue Service

This is a computer generated certificate and,  
hence, no signatures are required.

Displaying of Taxpayer Registration Certificate is mandatory as  
provided under section 181C of Income Tax Ordinance 2001.

This is not a valid evidence of being a "filer" for the purposes of clauses (23A) and (35C)  
of sections 2 and 181A of the Income Tax Ordinance 2001.



SECURITIES AND EXCHANGE COMMISSION OF PAKISTAN

Business Centre at Head Office Islamabad

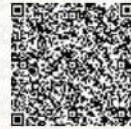
**CERTIFICATE OF INCORPORATION**

[Under section 16 of the Companies Act, 2017 (XIX of 2017)]

Corporate Unique Identification No. 0329063

I hereby certify that **ISLAMABAD COLLEGE OF TOURISM AND HOTEL MANAGEMENT (ICTHM) (PRIVATE) LIMITED** is this day incorporated under the Companies Act, 2017 (XIX of 2017) and that the company is **Limited by shares.**

Given at **Islamabad** this **Fourth** day of **March**, Two **Thousand**  
and **Twenty Six**



<https://leap.secp.gov.pk/#/verify-company-info/0329063>

This is an electronically generated document and does not require a physical signature

Disclaimer: This certificate of incorporation is not a permission to accept deposits from the general public by offering fake jobs/investment packages and return thereon, indulge in leasing/ financing of vehicles and household products etc., MLM, Pyramid and Ponzi Schemes, Lottery Business, trading in forex and virtual currencies or any other unlawful business activities



# Our Courses

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## Diploma in Hospitality Management (03-06 Months)

- Front Office Operations
- Housekeeping Management
- Food & Beverage Service
- Hotel Operations Management
- Professional Chef
- Baking & Pastries
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## Diploma in Tourism Management

- Travel & Tourism Operations
- Ticketing & Reservation Systems
- Tour Planning & Guiding

## Short Courses (03 Months)

- Barista & Café Management
- Event Management
- Hotel Receptionist Training
- Food & Beverage (Waiter/Hostess)
- Travel Agent & Umrah Consultant Training

## Front Office

This trade focuses on reception operations, guest communication, reservations, check-in/check-out procedures, and professional etiquette required for guest-facing roles.



## Housekeeping

The program develops skills in cleaning standards, room preparation, hygiene management, inventory handling, and maintaining professional workplace environments.



## Food & Beverage Services

Students gain hands-on experience in restaurant service, table setup, guest handling, service styles, and operational workflow of food service outlets.



## Professional Cook / Chef

This practical culinary program trains students in food preparation, cooking techniques, kitchen safety, menu planning, and basic kitchen management.



## Hospitality Management

This program provides a strong foundation in hospitality principles, customer experience, service standards, and operational knowledge required across hotels and service organizations.



## Barista Skills

Barista Skills training equips learners with the techniques to prepare high-quality coffee, operate espresso machines, and create professional beverage presentations.

The course also focuses on customer service, coffee knowledge, and workplace hygiene to build confidence in café environments.



## Baking and Patisserie:

Provides professional skills in preparing breads, cakes, pastries, and desserts using industry techniques.

Prepares trainees for careers in bakeries, hotels, and the hospitality industry



## Restaurant Manager

The Restaurant Manager trade prepares students to manage restaurant operations, supervise staff, and deliver excellent customer service. It builds skills in service coordination, hygiene, inventory management, and leadership for successful careers in the hospitality industry.



## Tour Guide

The Tour Guide trade prepares students to professionally guide visitors, share cultural and historical information, and ensure safe and enjoyable travel experiences. It develops communication, customer service, route planning, and destination knowledge skills for careers in tourism and hospitality.



## Chairman Punjab TEVTA visit our Institute



# RAMADA MURREE VISIT AND INTERVIEW CONDUCTED BY DHR





## MOMENTS FROM CHITRAL TRAINING







# Certificate Distribution Ceremony



# ORIENTATION SESSION





# OUR INSTRUCTORS

# Resume

**Name:** Azaz Haidar



**Address:** Pakistan, KPK, District Chitral Lower  
**Email:** azazhaidar777@gmail.com  
**Mobile:** +92 3466068334 +92 3230528334  
**Date of Birth:** 01 March, 1997  
**Id card:** 15201-3802212-5  
**Passport:** EQ6972121

## CAREER OBJECTIVES:

I am self-motivated, energetic, a problem-solver with strong ability to manage multiple tasks in customer service. Efficient in performing the administrative, bookings and front desk tasks of large scale offices and hotels. Fluent in English with strong communication skills and **proficient in Property Management System software and MS Office Suite**. Last but not least I am lucky to have great sense of humor with a politeness:-

## EXPERIENCE IN TOURISM AND HOSPITALITY (06 Years)

Nos	Designation	Industry/Company	Duration
1	Manager and CEO	Rosemary Rooftop Restaurant	Own business
2	Manager Operation and Marketing	Terchinar View Hotel Chitral	Aug 2023 to August 2024
3	Guest Service Officer (Acting Shift Leader)	Roony Signature Hotel Islamabad	October 2022 to August 2023
4	Hotel Manager	Hindukush Heights Hotel Chitral	May 2020 to September 2022
5	Resort Manager	Chitral Guest House Chitral	Nov 2018 to 2020
6	MTO	PTDC Motel Chitral	Aug 2018
7	Master Trainer, Hospitality Management	Hashoo Foundation Chitral	Part Time
8	Master Trainer, Hospitality Management	AKRSP	Part Time
9	Tour Manager North	Lords Travel Islamabad	Part Time
10	Tour Guide	Chitral Travel Bureau	Part Time
11	Tour Manager and Tour Guide	Hindukush Holidays	Part Time
12	Tour Manager and Tour Guide	Hindukush Explorers	Part Time
13	Tour Manager and Tour Guide	Terchinar Backpackers Club Chitral	Part Time

## EDUCATION (Graduate)

Degree	Subject	Year	Grade	University
MA (16 Years of Education)	English Literature and Applied Linguistics	2018-2020	A	University Of Chitral

## CERTIFICATE COURSES AND DIPLOMA:

	Course Name	Duration	Session	Institution
01	Hospitality Management	06 Months	2018	HDRC (Hashoo Foundation office Chitral) sponsored by NAVTTC Pakistan, under Prime Minister Youth Skill Development Program.
02	Diploma In Information Technology (DIT)	01 Year	2022	Government College of Management Sciences Chitral
03	Tour Guide Course	10 Days	2020	Sustainable Tourism Foundation Chitral

## TECHNICAL SKILLS AND LANGUAGES:

- Strong Communication and Leadership skills.
- License Tour Guide at KPCTA.
- Experience driver with LTV license.
- English (advance), Urdu, Pashto and Khawar (Mother Tongue).

## TRAININGS AND SEMINARS:

- Certification on Food safety training organized by KPK food safety authority GO Pakistan
- Covid-19 SOPs Certification by KPCTA.
- Certification on Waste Management from TMA government of Pakistan
- Certification on entrepreneurship, Accelerate Prosperity.

## REFERENCES:

- ◆ Hindukush Heights Hotel Chitral. [www.hindukushheights.com](http://www.hindukushheights.com) Ph: 0943413151
- ◆ Mr. Syed Razi Shah, CEO Chitral Travel Bureau and Chitral Guest House Chitral. [www.chitraltravel.com](http://www.chitraltravel.com) [hazirahab@gmail.com](mailto:hazirahab@gmail.com)
- ◆ Terchinar View Hotel Chitral. [terchinarview@gmail.com](mailto:terchinarview@gmail.com) 0943414545.
- ◆ Mr. Hassan Khan, HR officer Roony Signature Hotel Islamabad. [hr.signature@roony.pk](mailto:hr.signature@roony.pk)
- ◆ Mr. Fidan Aziz, Former Manager PTDC Motel Chitral.
- ◆ Mr. Habibul Mehbub, Project Coordinator Hospitality, Hashoo Foundation Chitral.
- ◆ Mr. Huseed Azam, Work and Enterprise officer AKRSP Chitral. Ph: 0943413222.

Further references will be furnished on request.

**Nazia Shaheen**

**Permanent address:** Village Alabad, Post office Alabad, Tehsil Alabad, District Hunza, Gilgit Baltistan.

**Contact Details:** +92-3554369511.  
**Email:** nazia.shaheen555@gmail.com

**Profile Summary:**

I am a motivated nonprofit professional holding a Master's degree in Economics and equipped with 5 years of work experience in different fields. I have extensive field exposure through working at various organizations in different communities across Pakistan. My area of expertise includes designing and implementing MBE system and tools, designing and conducting evaluations, monitoring, developing donor reports, documenting learning, best practices, and success stories, and capacity building of field-based staff, designing key project documents like log frames, monitoring and reporting formats, budgets, and coordinating with the staff, departments hands and implementing partners. Besides MBE work, I have over 6 years of volunteer work experience while volunteering at subsidiary organizations of Aga Khan Development Network. Currently, as Girls Guide at the Aga Khan Social Welfare Board HUNZA, Previously, I served as secretary to AGC in Pakistan Girl Guide Association.

**Skills**

- Proficient in utilizing SPSS statistical software for data analysis and interpretation.
- Proficient in E views for data analysis
- Skilled in using Microsoft Office suite and SEM software for project management, documentation, and presentation purposes.

**Training officer Social Vision. (Hospitality Management). January 2024 to Present.**

- Conducting trainings sessions, workshops, & presentations
- Leading group discussion, activities, and exercises to engage learners.
- Assessing training effectiveness through feedback and assessment.

**Training officer ABC Foundation. (Hospitality Management). January 2022 to Present.**

**Responsibilities:**

- Conduct training sessions, workshops, & presentations.
- Leading group discussion, activities, and exercises to engage learners.
- Assessing training effectiveness through feedback and assessment.

**Admin Officer, Sedna school & college Hunza Mar 2020 to June 2022**  
DIL, educates and empowers underprivileged students (2800), especially girls, by operating student-centered model schools (138), and provides high-quality professional development to teachers and principals across Gilgit Baltistan.

**Responsibilities:**

1

- Lead the department and supervise office and supporting staff.
- Designing and maintain all kinds of finance related records both manual and soft.
- Maintain staff personal files, Staff attendance and leave records,
- Maintain income and expenditure records as per SES policy.
- Report writing (event, quarterly, annual, monitoring, evaluation report).
- Coordinate and conduct monitoring visits to school campus.
- Lead, coordinate, and report learning, best practices, and success stories for internal and external use.
- Assist the program, Training department, IT department, and library department in developing systemic and realistic tools for data collection and analysis.
- Capacity building of office staff, field staff, and partner organizations staff over data collection, analysis, reporting, and M&E tools.
- Oversee the updating and maintaining of the Educational Information Management System (EIMS).
- Support in monitoring the data entry in EIMS and production of EIMS based reports and analytics supporting management in decision-making.
- Coordinate external evaluations as a focal department.
- Ensure timely accomplishment of other tasks assigned by the CEO and higher management.

**Vice Principal, Mainaj Academy chundra Skardu and Hajira memorial girls High School Mar 2018 to Mar, 2020**

**Responsibilities:**

- Develop data collection tools, data collection, data verification, and management and present the results and findings to the management and Principal
- Carries out regular monitoring, follow-up, and class visits.
- Support in design, coordination, and conduct of Educational training for school staff.
- Maintain staff personal files, Staff attendance and leave records.
- Designing and maintain all kinds of finance related records.
- Ensure study tours for students.
- Design and schedule different first aid trainings for students and staffs.
- Support in designing LFA, M&E plans, and implementation plans for projects and programs.
- Contribute to capacity building of field staff and partner organizations staff over data collection, analysis, reporting, and M&E tools.
- Support in report writing (event, quarterly, annual, monitoring, evaluation report).
- Supporting in documenting learning, best practices, and success stories.
- Track key indicators for each area of intervention and report on progress.
- Support towards updating and maintaining the Educational Information Management System (EIMS)
- Ensure timely accomplishment of other tasks assigned by the Principal.

**Field supervisor, Aga Khan Rural area support program (AKRSP) June 2017 to Feb 2018**

**Responsibilities:**

- Prepare a field plan for data collection and submit it to management.
- Conduct awareness raising campaigns and social mobilization on agricultural practices and farmer group formation under SMP project in District HUNZA.
- Assist in designing the tool for data collection.
- Collect household data (household visits and FGD) from different union councils of the district.
- Individual registration of farmers.

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- Identify and recommend potential enterprises for women's economic empowerment for future endeavors based on data collected.
- Data management, analysis, and interpretation of data and report findings to the organizations.

**Surveyor, KADO**

- Collect household data For JICA from different Districts across Gilgit Baltistan.

**Registered volunteer Pakistan red Crescent Islamabad (PRC)**

**Youth coordinator Volunteer department. Dec 2011 to Present**

**Responsibilities:**

- Ensure smooth implementation of intervention under each thematic area.
- Assist volunteers in all Portfolios (Social Safety Net, Social Risk Mitigation, Social Care Services, and Distress Case Management).
- Organized and managed events including Volunteer day, Candle vigil ceremony, Tree plantation, Independence Day, international youth day, National blood donor day.
- Conduct an initial assessment of applications/cases and recommend further action.
- Conduct a household assessment survey, visit, and meetings with the families for monitoring and feedback.
- Conduct meetings and minute the meetings for internal and external use.
- Attend the board and council meetings on regular basis.
- Coordination and liaising with other institutions on a routine for operations and activities.
- Coordinate with the outreach team to ensure the implementation of activities.

**Secretary of Girls Guide Association for Alabad & Hyderabad.**

**Responsibilities:**

- Supervising girls Guide working on volunteering programs in community.
- Task delegation and follow-up from Girls guides.
- Develop case studies and submit a report to the Chairperson Aga Khan Youth and support Board.
- Monitor the families by visiting them and counseling them for improving their living standards.
- Plan and execute different trainings for Girls Guides.
- Plan and execute camps for Girls Guide in different districts.

- Worked as a volunteer member with the Muslim Aid serving Humanity
- Worked as a Girl Guide 10 years in Hunza.

**Educational Qualification**

- MS Economics (course work completed thesis in progress ) 2022 - continue  
Karakoram International university Gilgit Baltistan.
- Master of social Sciences (Economics & Finance) 2011- 2015

3

**National University of Modern Languages, Islamabad, Pakistan**

**Achievements**

- Certificate of Appreciation ITREB Hunza
- Certificate of appreciation from Muslim Aid Pakistan.
- Certificate of team merit From NUML University Islamabad.
- Certificate of best team supervisor F.G Girls Degree College Karimabad Hunza.
- Certificate of best leader Pakistan Girl Guide Association Alabad Hyderabad

**Training Attended**

- Attended Supply chain Management from directorate of workers education Islamabad.
- Attended online training "Data Analytics for M&E using Microsoft Excel"
- Attended Emergency First Aid Training from Pakistan Red Crescent.
- Attended online training Lets Gear up Volunteer and Dely COVID 19.
- One month Computer training from Directorate of workers Education Islamabad
- Two days training over "Reporting and Documentation" conducted by Glow consultant.
- Attended one month Virtual Training on Gender based violence for women from European Union
- Attended "Leadership Development Training" organized by Aga Khan National Council, Pakistan.
- Attended 2 days international workshop on collective Community Action For Eco Watershed Mitigation to flood & Drought.
- Attended 10 days session on Youth educational program from ITREB Hunza.

**Training Conducted**

- Conducted several lesson learned workshops with beneficiaries across Pakistan.
- Girls Guide training camp for Girls Guides in Hunza.
- Sessions for students about Presentation skills and team working in Hunza
- Conducted career counseling sessions for students in Hunza.
- Conducted sessions about volunteerism and community work in Hunza.

**Languages**  
Languages (English, French Urdu, Burushahki, Shina)

**References**

Mr. Nadeem ulah Baig	Mr. Amir Maqsood Principal Sedna School and College Alabad Hunza (Email: amir.maqsood@sedna.edu. pk)	Mr. Nazam Uddin President I.S.O Hunza Email: nizamunzaiedulm @gmail.com Contact number: +923418884027
Email: Contact number: +92 3133755826		



**Umar Farooq (Gold Medalist)**

Nationality: Pakistani | Date of birth: 10/03/1999 | Gender: Male

Phone number: (+92) 3421463808 | Email address: farooq@icthm.com

Work: Plot No.2 Kurver, I, Block A, The City-1, Islamabad, Islamabad (Pakistan)

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**ABOUT ME**

I hold a Master's degree in Hospitality and Tourism and have extensive experience working as a front desk officer at various hotels. Additionally, I have teaching experience in a college setting, where I honed my skills in communication and training. I am now seeking opportunities in the hotel industry to leverage my expertise and contribute to exceptional guest experiences.

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**WORK EXPERIENCE**

**Hospitality vocational teacher**  
COITM | 10/01/2023 - Current  
City: Rawalpindi | Country: Pakistan

- Teach tourism and hospitality subjects.
- Organize and manage industrial visits to tourism and hospitality sites.
- Conduct Dining Skill Tests (DST) to improve students' dining and service skills.

**Rooms division manager**  
Courtyard Hotel | 10/01/2023 - Current  
City: Islamabad | Country: Pakistan

- Oversee daily operations of the front office and housekeeping departments.
- Manage staff schedules, training, and performance for front desk and housekeeping teams.
- Ensure guest satisfaction by maintaining high service standards in room cleanliness, check-in/check-out processes, and guest services.
- Monitor room availability, occupancy levels, and rates to maximize revenue.
- Handle guest complaints and resolve issues to ensure a positive guest experience.
- Coordinate with other departments (e.g., maintenance, food & beverage) to meet guest needs.
- Maintain inventory of housekeeping supplies and ensure proper room amenities.
- Prepare reports on occupancy, revenue, and guest feedback for management.

**Industry Expert**  
Washao | 10/01/2023 - Current  
City: Islamabad

**Main Activities and Responsibilities:**

- Conducted a two-day training session on Munich 10, focusing on practical application and skill development for Ed39MMS.
- Provided detailed instructions and hands-on guidance to enhance students' proficiency with the software.
- Facilitated interactive workshops and troubleshooting exercises to ensure comprehensive understanding.
- Assessed students' progress through practical tasks and feedback sessions.

**Front Desk Officer**  
Suez Palace Hotel | 01/05/2022 - 08/10/2022  
City: Mingora Swat | Country: Pakistan

- Performed night auditing to balance daily transactions.
- Checked guests in and out efficiently.
- Welcomed and assisted guests with inquiries and concerns.
- Processed reservations, payments, and cancellations.
- Coordinated with housekeeping and maintenance for guest needs.
- Provided information about local tours, dining, and transport.
- Kept accurate records of guest interactions and issues.

**Front Desk Supervisor**  
Suez Continental Hotel | 01/05/2021 - 08/10/2021  
City: Mingora Swat | Country: Pakistan

- Supervised front desk staff to ensure smooth check-in and check-out processes.
- Assisted with guest inquiries, complaints, and special requests.
- Oversee daily operations, including reservations, payments, and room assignments.
- Trained and supported front desk staff to maintain high service standards.
- Conducted night audits to ensure accurate financial records.
- Coordinated with housekeeping, maintenance, and other departments to fulfill guest needs.
- Ensured proper handling of guest accounts and records.
- Monitored front desk supplies and ensured the lobby area remained welcoming.

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**EDUCATION AND TRAINING**

**Mphil in Tourism and Hospitality Management**  
Abdul Wali Khan University Mardan | 10/01/2023 - Current  
City: Mardan | Country: Pakistan

**Ba in Tourism and Hotel Management**  
University of Malakand | 01/07/2017 - 08/06/2021  
City: Chakdara Dir L | Country: Pakistan | Final grade: Gold Medalist

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**PUBLICATIONS**

[2024]  
Navigating the Complexities of Pakistan's Tourism Industry: Problems and Remedies

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**THESIS**

Mphil Thesis: Perception of the local community toward its sustainable tourism in Kalam Swat  
BS - Issues and problems of tourism in Pakistan; Way forward

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**LANGUAGE SKILLS**

**Mother tongue(s):** Punjabi

**Other language(s):**

<b>English</b>	<b>Urdu</b>
LISTENING C2   READING C2   WRITING C2	LISTENING C2   READING C2   WRITING C2
SPOKEN PRODUCTION B2   SPOKEN INTERACTION A2	SPOKEN PRODUCTION C1   SPOKEN INTERACTION C1

[2024] AT (IELTS) Score: 8.0 | 8.0 and 8.0 (International) score | 8.0 (IELTS) Proficiency

**DIGITAL SKILLS**

Microsoft Office / Adobe / Booking.com and Airbnb (airbnb.com/airbnb) / Hotel Eye / Microsoft Office / Google Drive / Microsoft PowerPoint / Microsoft Word / Social Media / Zoom / Expedia App / Microsoft Excel / Outlook / Adobe Photoshop / Design Dreamweaver

## Adnan Riaz

### Hospitality Manager

Positive, hardworking, hands-on leader with 8+ years of experience managing restaurant operations at high-end establishments. Adapt at leading both back-of-house and front-of-house employees ensuring the highest standards of customer service and food quality. Expert in the areas of scheduling, inventory management, food, staff, and supply costing, & food safety policies and guidelines. A hardworking employee with customer service motivating employee training experience and time management abilities.

#### CONTACT

+92 333 5297942 | Adnanria67@yahoo.com | Islamabad

#### EXPERIENCE

##### Outlet Manager- Nov 2024 till Now

Four Continents Hotel, Islamabad

Responsible for training staff to follow restaurant procedures, maintaining safety and food quality standards and keeping customers happy, getting feedback on the experience, handling complaints, organizing schedules, keeping track of employees' hours, and recording payroll data.

##### Pre Opening F&B Staff Training Project The Townhouse Boutique Hotel ISB- 15th SEP - NOV 2024

Mujahid Hospitality Group of companies (Pre Opening)  
Highlights:

- Assist in recruiting, training, and supervising restaurant and bar staff
- Conduct staff meetings, provide ongoing coaching, and professional development
- Staff Supervision and Training
- Ensure staff adherence to service standards and enforce company policies and procedures
- Monitor guest feedback and address concerns or issues promptly and professionally
- Work to enhance the overall dining experience by implementing service improvements and innovations

##### Trainer Restaurants Manager & Front Office

HAABOO HANAR TRAINING CENTER (MTC) SWP FEB 24 OCT - 2024

Facilitated comprehensive training programs for restaurant staff, covering service standards, menu knowledge, and customer engagement. Monitored and assessed employee performance, adjusting training strategies to enhance skills and efficiency.

##### Hospitality Management Instructor / Teacher

COLLEGE OF TOURISM & HOTEL MANAGEMENT (COH) SWP AUG 2022 - APRIL 2024

Being a Hospitality trainer create operational manuals and training tools for students for work in the hospitality industry, also lead classes and workshops to instill students in appropriate entry-level job skills. Assist students in obtaining employment.

##### Outlet Captain / Outlet Incharge - Sep 2022 till JULY 2023

Four Continents Hotel, Bhurban, Murree

#### Highlights:

- Ensuring employee productivity
- Maximizing efficiency of all processes
- Creating a positive work environment for employees
- You will also meet regularly with upper management to stay up-to-date with organizational changes, issues and improvements



#### AREAS OF EXPERTISE

- New Product Launches
- Marketing & PR Campaigns
- CRM
- Team Leadership
- Stakeholder Management
- Budgeting
- Presenting
- Negotiation
- Email Marketing

#### EDUCATION

B.COM from Punjab University  
Major: Commerce, Accounting  
Minor: English

#### AWARDS & CERTIFICATES

- Train the trainer Certificate
- Uprelling Champion Award
- Honesty Award from Marriott Management
- HACCP Certificate
- LinkedIn Training Certificate
- Passport to success Program Certificate

#### SKILLS

- Cost Control
- Forecasting
- Scheduling
- Problem Solving
- Customer Service
- Planning Menus
- Food Hygiene
- Customer Service
- Planning Menus
- Food Hygiene

##### Food & Beverage Server - SEP 2016 - MARCH 2018

ISLAMABAD SERENA HOTEL

- Guide guests to their seats
- work with the host/hostess to guide Guests to open tables.
- Informing them of the day's food and drink specials. (Themes Of Food)
- Place Food and Drink Orders.
- Train New Waiter staff.
- Manage Waiter staff: Assign Opening and Closing Duties.

##### Waiter/Waitress

MARRIOTT HOTEL ISLAMABAD, JUNE TO JULY 2016

- Providing excellent wait service to ensure satisfaction
- Taking customer orders and delivering food and beverages.
- Making menu recommendations, answering questions, and clearing additional information with restaurant Guests.

##### Intern Chef

ISLAMABAD SERENA HOTEL, MAY 2014 TO JAN 2015

- supporting chefs, developing recipes, maintaining work station clean, measuring ingredients, replenishing supplies, and completing other duties as assigned by supervisors

#### PROFESSIONAL TRAINING:

##### LEADER 360

- Essential Public Health, COVID-19 Budgeting
- Front Office Awarding
- Front Office Communication
- Front Office Customer Services
- Front Office Events
- Front Office Upselling, Upscaling and Foundations of Leadership

#### AWARDS & CERTIFICATE

##### Achievements:

- Certificate of Achievement Of LQA from Islamabad Serena Hotel
- Food & Beverage Service from Haaboo Hanar Foundation
- Honesty Award from Four Continents Hotel Murree
- Certificate of Merit (Best Frontier) from Punjab College Rawalpindi
- Certificate of Appreciation for maintaining discipline in College from Neshtha
- Certificate of Participation from United Filipino Club, Islamabad

##### CERTIFICATIONS:

- Hospitality Management Training from Haaboo Foundation F&B Certified by TEVTA
- Chef Training in Islamabad Serena Hotel may 2013 to Jan 2014
- English Work Development by US Department of State held at Jinnah University Islamabad
- English Language & Personality Grooming Course From TEVTA Nov 2018
- AE American English Live from Bureau of Educational Cultural Affairs U.S Department of State

#### WORKSHOP:

##### Extra activities:

- 3day workshop on Social Cohesion from International Islamic University, 68.
- 3day Workshop on Technology for Learning & Teaching English from US Embassy Islamabad

##### Working on a hotel's pre-opening can be challenging

##### It's many benefits, including:

- Building strong relationships with your team
- Learning more quickly from your supervisors
- Gaining experience beyond your job description
- Feeling a sense of achievement from contributing to setting up systems and procedures



#### PROFESSIONAL AFFILIATIONS

External Examiner  
Punjab Board of Technical Education,  
Lahore

Punjab Skills Development Fund  
BSDF, Lahore FEB 2024 - Present

Conduct examinations and assessments for various technical and vocational programs. External Examiner and Assessor of Practical Exams Evaluate and provide feedback on student performance. Collaborate with academic staff to maintain the quality of technical education.

#### CONTACT INFORMATION

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Email: adnanria67@yahoo.com  
LinkedIn: <https://www.linkedin.com/in/adnan-riaz-91314078/>

#### PRE-OPENING HOTEL

1. THE TOWNHOUSE HOTEL F7 ISB
2. CECIL HOTEL MURREE

Pre-opening a hotel is a complex process that requires a variety of knowledge and skills, including:

**Strategic planning**  
This includes selecting a location, planning room categories, and setting room rates & Menu Rates.

**Business planning**  
Outlining the hotel's concept, positioning, and financial resources.

**Recruitment and training**  
Ensuring compliance with local labor laws and regulations, and hiring and training staff.



## MENHAJ UDDIN

### CONTACT

+92 348-5664127  
+92 3135096514

menhaj201@gmail.com

Village and go SHEP Tehsil  
MANSUR District upper  
Chitral

### EDUCATION

2016

Graduation

• SIHU Shigar

2014

PST (Primary School Teacher)

• AIOU Islamabad

2012

Intermediate

• ISE Peshawar

### COURSE

2020

Delega Test

• Online online English  
language test

### LANGUAGES

• English  
• Urdu  
• Chitral

### PROFILE

I am seeking a challenging position where I can utilize my skills and experience to contribute to the organization's success while fostering professional growth and development.

### WORK EXPERIENCE

- Hotel Operation Manager** May 2022 To Till Present  
Ratty Hotel
  - Oversee daily hotel operations to ensure a high level of guest satisfaction and operational efficiency.
  - Manage staff recruitment, training, and performance evaluations to maintain a motivated team.
  - Develop and implement policies and procedures to enhance service quality and operational standards.
  - Monitor financial performance, including budgeting and revenue management, to achieve profitability goals.
- Front Office Supervisor** Sep 2021 To May 2022  
Quetta Serena Hotel
  - Oversee daily front office operations, ensuring efficient guest check-in and check-out procedures while maintaining high service standards.
  - Train, supervise, and mentor front desk staff to enhance performance and deliver exceptional customer service.
  - Handle guest inquiries, complaints, and feedback promptly and professionally to ensure guest satisfaction.
  - Monitor front office financial transactions, manage cash handling procedures, and assist in budget preparation and financial reporting.
- Operation Manager** Mar 2019 To Sep 2021  
Serena Limousine Services, Serena Hotel Quetta
  - Oversee daily operations and ensure efficient workflow across departments to meet company objectives.
  - Develop and implement operational policies and procedures to improve efficiency and productivity.
  - Monitor performance metrics, analyze data, and prepare reports for senior management to inform decision-making.
  - Coordinate with various teams to ensure optimal resource allocation, project timelines, and budget management.
  - Manage and lead a team of supervisors and staff, providing guidance, training, and performance evaluations to enhance team effectiveness.

### SKILLS

- Proficient in MS Office applications
- Strong communication skills
- Excellent ability to interpret research
- Experienced in managing VIP transportation
- Good understanding of travel fundamentals
- Knowledgeable in Opera Property Management System (PMS)
- Familiar with Microsoft Property Management System (PMS)
- Proficient in Microsoft software

### REFERENCE

Provide on Demand

- Shift Incharge** 2017 To 2019  
Pearl Tours & Travels, Marriott Hotel Islamabad
  - Directed activities related to dispatching, routing, and tracking of transportation vehicles.
  - Planned, organized, and managed staff to ensure completion of work consistent with company standards.
  - Collaborated with staff to implement transportation-related procedures and achieve company revenue and customer service objectives.
  - Arranged repairs and routine maintenance of transportation vehicles.
  - Ensured compliance with transportation policies and safety rules, protecting safe work activities.

- Front Desk Officer** 2014 To 2017  
Pearl Tours & Travels, Marriott Hotel Islamabad
  - Greet and assist visitors and clients, providing information about the organization and directing them to the appropriate departments.
  - Manage phone calls and emails, addressing inquiries and relaying messages to relevant personnel.
  - Maintain the front desk area, ensuring it is organized and presentable while handling incoming and outgoing mail and packages.
  - Schedule appointments and manage calendars for staff, ensuring timely communication and follow-up with clients.

### TRAINING

- Telephone Operator/ Reservation Officer** Oct 2020 To Sep 2021  
Serena Hotel Quetta
  - Answer incoming calls promptly and professionally, providing information and assistance to callers.
  - Manage reservations and bookings, ensuring accuracy and timely updates in the system.
  - Assist customers with inquiries regarding services, rates, and policies.
  - Coordinate with other departments to facilitate special requests and reservations.
  - Maintain records of calls, reservations, and customer interactions for tracking and reporting purposes.
  - Provide excellent customer service to enhance guest satisfaction and loyalty.
  - Handle complaints and feedback with professionalism, striving to find effective solutions.

## Thecla Komal

### Culinary Instructor

Dedicated and passionate Culinary Instructor seeking a collaborative educational setting to share expertise in diverse cuisine and continental dishes, fostering culinary excellence, creativity, and cultural diversity, and inspiring the next generation of chefs.

#### Contact

**Phone** +92-314-5676565  
**Email** theclakomal@gmail.com  
**Address** Street 01, Ahmed Town, Bhara Kahu, Islamabad.

#### Education

2011  
**H.S.S.C**  
F.B.I.S.E Islamabad

#### Software

- MS Office
- Photoshop AI
- Sketchup
- 3D Max
- Revit
- Corbom
- AutoCad
- Canva
- Lumion

#### Expertise

- Expert in different cuisines like Italian, Chinese, Arabic, Turkish, Indian/Pakistan, Thai, Middle Eastern and continental.
- Day to day Kitchen Operations
- Good understanding with Food & Beverage and Catering services.
- Good understanding with HACCP
- Food Safety and Hygiene
- Menu Knowledge and design.
- Team Management
- Leadership
- Problem Solving
- Client services
- Detailed Oriented
- Project Management
- Interior Design
- 2D/ 3D Layouts
- Dimensions Measurement
- Construction Drawing
- Hand Sketching
- Space Planning
- Graphic Design
- Social Media Post Design
- Colour Theory
- Company Branding

#### Social Media

**LinkedIn:**  
<https://www.linkedin.com/in/thecla-komal-06114a52>

**Facebook:** Zinnia's Kitchen  
<https://www.facebook.com/profile.php?id=100083237087612>

#### Language

English  
Urdu

## Experience

Dec 2024 - Continue

IVT | Islamabad

#### Culinary Instructor

Conducting practical class, supervise students to prepare, cook and serve dishes according to course objectives. Maintain a high standard of cleanliness within the kitchen. .

Nov 2023 - Nov 2024

COTHM | Rawalpindi

#### Culinary Instructor

Supervise students to prepare, cook and serve dishes according to course objectives. Adhere to current food hygiene, health and safety legislation ensuring the needs welfare of students, staff and customers. Maintain a high standard of cleanliness within the kitchen. Conducting both practical and theoretical class.

2022 - 2024

Zinnia's Kitchen | Islamabad

#### Chef

Ensure ingredients and final products are fresh. Follow recipes, including measuring, weighing and mixing ingredients, Maintain a clean and safe work area, including handling utensils, equipment and dishes. Maintain food safety and sanitation standards According to HACCP. Set up workstations with required ingredients and equipment

Apr 2018- Sep 2018

Hashoo Foundation | Rawalpindi

#### Lecturer/Trainer Food and Beverage Services

Teaching Food & Beverage Service theory & practical - foundation and advanced sessions with live demos. Managing a class as 'Class Teacher' and performing all tasks associated with this - coordinating with parents, maintaining grooming standards, attendance registers etc. Conducting exams - theory and practical. Creating and maintaining faculty teaching schedules and monitoring attendance

## Professional Training

- Recognition of Prior Learning (RPL) Certificate for Professional Cook level II from NAVTTC.
- Certificate of International Chef's Day from COTHM
- 1 day training workshop on Macrons from Chocolate Academy, Rawalpindi
- Level II diploma in Food & Beverage Services from CITY AND GUILDS, UK.
- 3 months HANDS ON TRAINING for Food & Beverage services in Marriott Hotel, Islamabad.
- 30 days training as Jr. Trainer for Food & Beverage Services in Hashoo Foundation, Rawalpindi.
- 1 year diploma of Interior Decorator from AZZAN'S
- 6 months Diploma of Interior Designing from AZZAN'S



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