



ABOUT ME

Dynamic Concierge Supervisor with extensive expertise in luxury hospitality and exceptional guest services. Skilled in team leadership, operational optimization, and elevating guest satisfaction. Known for excellent communication, sound judgment, and deep knowledge of local attractions. Proficient in payroll administration, performance management, and fostering cross-departmental collaboration within upscale hotel environments.

SKILLS

EXCEPTIONAL GUEST EXPERIENCE MANAGEMENT

TEAM SUPERVISION & PERFORMANCE MANAGEMENT

STRONG DECISION-MAKING & PROBLEM-SOLVING

TIME MANAGEMENT & MULTI-TASKING

ATTENTION TO DETAIL & SERVICE QUALITY

PAYROLL ADMINISTRATION & SCHEDULING

INTERDEPARTMENTAL COORDINATION

KNOWLEDGE OF LOCAL EVENTS & TOURISM NETWORKS

LANGUAGES

ENGLISH

SWAHIL

PERSONAL DETAILS

Nationality
Ugandan

Visa status
Employed

Marital status
Married

EXTRA-CURRICULAR ACTIVITIES

LQA STAR AT FAIRMONT DUBAI
FAIRMONT DUBAI
FEB 2017 - MAR 2020

FORBES STANDARDS FAIRMONT DUBAI

HASSAN SIRAG
CONCIERGE SUPERVISOR

Dubai, United Arab Emirates, United Arab Emirates, Dubai, Uganda

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WORK EXPERIENCE

WALDORF ASTORIA DUBAI PALM JUMEIRAH
Dubai
Nov 2023 - Present

Concierge Supervisor

- Championed a culture of anticipatory, personalized service, ensuring guest preferences were identified, documented, and consistently delivered in line with Forbes and LQA service principles.
- Led concierge operations with a strong focus on emotional engagement, discretion, and service excellence, contributing to a 15% increase in guest satisfaction scores.
 - Coached and mentored team members on luxury service language, body language, grooming, and guest engagement, reinforcing brand standards and Forbes/LQA evaluation criteria.
 - Ensured consistent service delivery across all guest touchpoints through daily briefings, task prioritization, and close collaboration with Front Office, Housekeeping, and F&B teams.
 - Actively supported VIP, repeat, and high-profile guests, delivering seamless experiences through proactive planning and attention to detail.
 - Oversaw accurate payroll, scheduling, and performance documentation, maintaining operational discipline and staff accountability without compromising service quality.
 - Addressed guest concerns with empathy, ownership, and timely resolution, transforming service challenges into positive, memorable experiences aligned with luxury service recovery standards.
 - Demonstrated strong leadership presence during peak operations, maintaining composure, consistency, and service excellence under pressure.

WALDORF ASTORIA DUBAI PALM JUMEIRAH
Dubai
Feb 2023 - Nov 2023

Concierge Agent

- Welcomed guests, confirmed reservations, and served as the primary point of contact for guest requests.
- Delivered personalized recommendations based on guest preferences and hotel offerings.
- Arranged transportation, events, excursions, and special requests.
- Maintained extensive knowledge of hotel facilities and nearby attractions.
- Handled phone inquiries, reservations, and guest communications professionally.

WALDORF ASTORIA DUBAI PALM JUMEIRAH
Dubai
Nov 2021 - Feb 2023

Personal Assistant / Telephone operator

- Managed high-volume guest communications with professionalism and discretion.
- Ensured seamless coordination between departments for timely service delivery.
- Maintained accurate guest profiles using Opera PMS to support personalized service.
- Supported service recovery efforts to uphold luxury brand standards.

FAIRMONT DUBAI
Dubai
Feb 2017 - Mar 2020

Airport Greeter

- Represented a luxury hospitality brand as the first point of contact for arriving guests.
- Assisted VIP travelers, airline crew, and guests with special needs.
- Provided clear guidance on airport procedures and ensured smooth passenger flow.

FAIRMONT DUBAI HOTEL
Dubai
May 2015 - Jan 2017

Bellman

- Delivered refined guest arrival and departure experiences in a five-star hotel.
- Collaborated with concierge and front office teams to support efficient operations.
- Provided detailed information on hotel amenities and local attractions.

EDUCATION

ISLAMIC UNIVERSITY IN UGANDA (IUIU)
Kampala
2021

Bachelor of Social Science

- Graduated with Bachelors in Social Science.
- Completed thesis on Urban Poverty Dynamics.
- Presented research at 2021 National Sociology Conf.

PROGRESSIVE SECONDARY SCHOOL KAMPALA UGANDA
Kampala
2006

High school diploma

- Graduated with Honors in High School