CV

**Dinesh**

**Dinesh.203829@2freemail.com**

**Introduction**

Dinesh is highly skilled assistant front office manager with **4** years of working experience in the hospitality industry. In depth knowledge of maintaining high standards for overseeing front desk operations. Hands on experience in evaluating guest satisfaction levels and working toward continuous support. He has very strong background in **WIN-HMS system,** department coordination, **conducting training** of Communicative English & Personality Development for working people.

**Core competencies**

* True desire to satisfy the needs of guests
* Excellent customer service skills
* High level of IT proficiency
* Excellent organization and time management skills.
* Deep and advanced accounting and mathematical skills.
* Exceptional ability to work well in a team
* Enviable ability to multi-task, remain calm and professional under stress.
* Strong leadership qualities
* Exceptional ability to maintain a positive attitude, handle conflict and confrontation.
* Understanding Hotel Operations

**Professional training**

* Successfully completed an Orientation & skill test program, designed by the National Council for Hotel Management & Catering Technology-Incredible India. Achieved Grade I.
* Attended “Capacity Building for Service Provider Program”, conducted by Indian Institute of Tourism and Travel Management, (Incredible India) Bhubaneswar.
* Attended workshop organized by Small Scale Industries (WTO).

**Career**

**Maharaja Hotels- A unit of Maniyari Hotels Pvt. Ltd.**

**Front Office Assistant**

**Oct-2010 / Present**

Maharaja Hotel Located in the heart of Vasco city, having served more than 25 years and is ranked 4th among top 6 Hotels in Vasco-Goa.

**Occupation profile**

* Handle all the tasks related to Front Desk and Guest Relations.
* To serve as a first point of customer contact in person and via telephone.
* Perform responsibilities of handling cash and providing a very high level of customer service and satisfaction.
* Manage, Update & Promote the property through the hotels website.
* Manage and respond to the reviews on Trip advisor site.
* Provide information about the facilities and amenities of hotel and make reservations, as requested.
* Monitor and supervise the activities of Travel desk, housekeeping, maintenance staff & room service to ensure outstanding service to guest.
* Perform responsibilities of compiling guest bills and keeping a track of company outstanding bills.
* As an added responsibility, has been actively involved in Restaurant & Kitchen Management. Being a co-coordinating link in between the depts.

**Educational Qualification**

2006-07 BBA Goa University

2003-04 Commerce Goa Board

2001-02 High School Goa Board

**Computer Software skills**

**WIN-HMS**-hotels management system and Internet Browsing.

MS Word MS PowerPoint MS Excel

**Personal Information**

Date of birth-**03rd August 1986**

Nationality-**Indian**

Passport No-**J1113950**

Languages known **English, Hindi, Konkani and Marathi**

Hobbies & Interests-**Traveling, Interacting with people & listening music**

You’re truly

**Dinesh**