**RESUME**



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**Career objectives**

To work diligently and earnestly at the job assigned to me within the organization and use my knowledge effectively to tackle problems. To constantly upgrade my knowledge trough self-study and to apply value addition to perform my work better.

**Professional profile**

 Self-motivated and professional who is committed to professionalism, highly organized and works under strict deadline schedules with attention to detail. Excellent written and verbal communication skills with the ability to communicate with a diverse number of people. Known and respected for achieving goals, and dedication for exemplary customer relation skills.

**Professional experience**

**Al jarzeez hotel apartments – al hail sultanate of Oman**

Front office manager June 2014 - present

* Schedules the front office staff.
* Supervises workload during shifts.
* Evaluates the job performance if each front office employee.
* Organize shuttle tours of Muscat’s tourist site for all interested hotel guests.
* Resolves guest problems quickly, efficiently, and courteously.
* Liaise with the local taxi cab companies to pick up and drop off the guests and guest packages to and from various locations in the city.
* Is involved in recruitment of new team members for front office.

**Al jarzeez hotel apartments – al hail , sultanate of Oman**

Assistant front office manager may 2013 to June 2014

* Welcomes guests and fosters customer loyalty through his/her friendly manner
* Provide high level of customer service and maintain a high profile in the day to day front office operations.
* Review arrival list for all arrivals and VIPs to check room allocations, amenities and special requests.
* Was responsible for the installation and operation of the hotel online booking systems.
* Monitor all executive floor executives to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.
* Ensures that all front desk employees are well presented (uniforms, personal hygiene etc.), and also punctual.
* Ensures that the workplace remains clean and tidy

**Al jarzeez hotel apartments – al hail sultanate of Oman** Front desk agent August 2012 to May 2013

* Register guests and assigns rooms. Accommodates special requests whenever possible.
* Assists in preregistration and blocking of rooms for reservations
* Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange,
* Attends department meetings.
* Maintains the cleanliness and neatness of the front desk area.
* Arrange guest wake up calls on requests.

**Air India sats** **India**

Airline front office and ground handling staff July 2011 to July 2012

* Handling of guest and assisting them in screening their bags and helping them till check in counters
* Issuing boarding passes against their confirmed bookings
* Ramp activities, baggage make up (BMA) basically tallying all baggage and identification and ensuring its safety till it’s Loaded into the Aircraft
* Service control & Reservation
* Raising PIR on short landings and putting in world tracer
* Doing announcements on Arrival/Departure and Delay of Flights
* Thorough working knowledge in GALILIEO and AMADEUS reservation systems
* Reservation and issuance of tickets
* Front office handling
* Dealing with travel agents and walk-in customers

**Educational Qualification**

* B.A Travel and tourism management( 2008-2011) from Calicut university
* Higher Secondary -Board of vocational Higher Secondary Examination Kerala (2006-2008)
* Kerala State Secondary School Certificate Examination, SSLC 2005

**Technical skills**

* Computer Reservation system Galileo (from Pazhassiraja college ,)
* Post-Graduation in Diploma in computer applications
* Solid Knowledge in Microsoft Office (Word, Excel and PowerPoint)
* Computer Hardware & network (from global college of technical studies)
* Type writing short hand

**Personal Detail**

Date of Birth : 04th October 1989

Marital Status : Single

Sex : Male

Languages Known : English, Hindi, Arabic ,Malayalam,

Extracurricular activities : Cultural Activities