**DARWIN**

**DARWIN.333151@2freemail.com**

**Career Objective:**

 To work as per the management’s guidance in delivering services to customers visiting the establishment, and to maintain and respect the faith entrusted on me for the position and I want to build a career with leading Corporate having committed and dedicated people whom I will work with all my potential and enhance my skills.

**Professional Experiences**

1. **Company : Dubai International Airport**

 **Position : Customer Service (MIHY - Group Leader)**

 **Period : May 2015 to Present**

**Duties and Responsibilities:**

* Presentation highly in GST (Greet, Smile, Thank you) standard in front of the customer and guest.

• Providing professional customer service and take action effectively for satisfaction ally.

• Approach to customer, ask, and give solution with high quality of customer service standards.

• Assisting and guiding to handle passengers their queries special needs (wheelchair, disable

 person and children)

• Able to work in information desk counter to provide all information about the UFIS

 (Universal Flight Information System) answering call in operation channel.

• Updating time to time about their situation to operate smoothly and co-operative with the all

 Stakeholders.

* Assisting passengers in finding various airport facilities and boarding gates and to provide

Information to resolve passengers various problems.

 **2) Company** : **Holiday Hotels & Resort Group**

 **Position** : Front Office Executive (Guest Relation Executive)

 **Period :** 2012 January to 2014 June

 **Sur Beach Hotel, Oman**

**Duties and Responsibilities:**

* Welcome guests during check-in and giving a found farewell to guest while checkout.
* Handling guest complaints and concerns in an efficient and timely manner.
* Overseeing VIP guests, arrivals and departures.
* Coordinating and multi-tasking job duties in a busy environment.
* Should possess detailed information about the Hotel, city as well as the competition.
* Detailed information regarding arrivals and room requirements.
* Have up to date information on daily room occupancy
* Providing excellent customer service as per hotel standards
* Greeting guests as they enter and exit the hotel.
* Providing information regarding the Hotel, town attractions, activities etc.
* Check on VIP reservations, complete their pre-registration formalities.
* Allocate rooms to all arriving guests.
* Maintain up-to date information on room rates, current promotions, offers and packages
* Maintain all guest folios in the manner instructed and type out necessary guest likes and dislikes to the appropriate fields on the profile.
* Co-ordinate with housekeeping for clearing of rooms.
* Collect Guest feedback during guest departure along with his likes and dislikes.
* Perform basic cashier activities as and when required.
* Ensure that all check-ins and check-outs are handled smoothly without unnecessary delay or discomfort to any guest.
* Give proper and complete handover to the next shift
* Should be able to handle all guests without bias or prejudice.
* Adhere to strict [staff grooming and hygiene](http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/front-office-sop/179-sop-grooming-and-hygiene.html) standards
* Able to work morning, evening, weekend, holiday, and overnight shifts

 **3) Company** : **Hotel Royal Omars, Kannur**

 **Position** : Front Office Executive

 **Period :** 2011 March to 2011 October

 **Kannur, Kerala**

 **4) Company : Hotel Sky Park, Mattannur**

 **Position** : Front Office Executive

 **Period :** 2009 October to 2010 November

 **Kannur ,Kerala ,India**

**Duties and Responsibilities**

* Answer customers’ queries and provide information on the room service and facilities available in the hotel
* Handle the tasks of counting money in cash drawers at the beginning of shifts to ensure correct amount and adequate change
* Handle the tasks of preparing daily, weekly and monthly statements
* Responsible for taking payments from customers, making change, and providing receipts of the same
* Handle calls ,take reservations of guest and perform other duties as required
* Responsible for welcoming guests and keeping apprised of services and amenities to  accommodate guests in an effective manner

Notify housekeeping staff of all special requests, late checkout and room changes

* Perform responsibilities like room reservations, renewals, check-outs/check-ins, changes and cancellations
* Responsible for proper administration of keys and cash handling in according with cashiering and credit policies
* Conduct room inspections to ensure adherence to quality standard for cleanliness and proper preventative maintenance
* Provide support to other departments as required.

**Award**

Received best Customer service person award from Dubai Immigration department, (2016).

**Academic Qualification**

|  |  |  |  |
| --- | --- | --- | --- |
| **QUALIFICATION** |  **REMARKS** |  **INSTITUTION** | **YEAR OF PASSING** |
| B.Sc. in AirlineTourism and HospitalityManagement(Bsc ATHM) | Passed with First Class,Punjab Technical University,Punjab, INDIA | Airocis College of Aviation & Management Studies, Kerala, INDIA | 2011 |
| Higher Secondary School Diploma in Science(Class- XII) | Passed with First Class Board of Higher Secondary Examination | St. Jude’s HSS, Vellarikund, INDIA | 2008 |
| Secondary School Leaving Certificate  (S. S .L .C) | Passed with First Class Board of Public Examination,  Kerala, INDIA | Govt. HigherSecondarySchool in Balal,Balal, INDIA |  2006 |

**TRAINING COMPLETED:**

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| --- | --- |
| Galileo [Computer Reservation System] | JOURNEYS WORLD ACADEMYCochin, INDIA |
| Basic Tour Operations | JOURNEYS WORLD ACADEMYCochin, INDIA |
| Special Airport Training | Calicut International Airport, Kozhikode, INDIA |
| Airport Service programme | Dubai International Airport |

**Computer knowledge**

Adobe Page Maker, Adobe Photoshop, Word, Excel and Internet, Hots Software ,HMS Fiesta

**Personal Details**

Date of Birth **:** 15 October 1990

Religion **:**  Christian

Nationality **:**  Indian

Sex **:**  Male

Marital Status **:**  Single

Languages known **:** English / Hindi / Malayalam / Tamil/Arabic

Visa Status **:** Employment Visa

**Declaration.**

**“**I hereby declared all the information’s above are true to the best of my knowledge and belief**”.**