 **JOSE**

[**jose.351326@2freemail.com**](mailto:jose.351326@2freemail.com)

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**OBJECTIVE**

Merge my experience, and willingness to learn to move into the next phase of my career with a growing company in which I would learn the art of implementing new ways of guest satisfaction through which revenue could be increased for my employer.

**STRENGTHS**

* Good and effective communication skill.
* Self-belief and belief in team work.
* Eagerness to learn.
* Calmness under pressure.
* Ability to teach and explain.

**PROFESSIONAL EXPERIENCE**

* 5 months industrial training with **THE LEELA PALACE KEMPINSKI BANGALORE**
* Worked with the pre-opening team of **BEAUMONDE THE FERN COCHIN** as **Front Office G.S.A** from 14th November 2011 till 4th of January 2013.
* Worked with **HOLIDAY INN COCHIN** from 4th of March2013till 11th December 2013.

A 5 star d Hotel which belongs **Intercontinental Hotels Group (IHG)** with 212 rooms ,2 restaurants, a 24 hours coffee shop, a pool, pool side bar, a sports bar and a well-equipped health club.

* Worked with **Hilton Garden Inn Trivandrum** as a **Front Office GSA from** 19/12/2013 till 25/10/2015

A 5 star classified hotel in the heart of Trivandrum City which belongs to Hilton World Wide with 134 rooms, 24hrs coffee shop, Pavilion Pantry, BAR, well equipped Fitness Centre, pool & Banqueting facility for 300 pax .

* Worked with **KEYS HOTEL KOCHI** as **DUTY MANAGER**from22nd March2016 to20th January 2017.

A 4 star hotel with 151 well-appointed rooms, a restaurant and 2 board rooms which is owned by Berggruen Holdings an MNC.

**KEY RESPONSIBILITIES HANDLED**

* **Generating incremental revenue**
* Telephones
* Up selling.
* Early check in.
* Late check out.
* Walk in.
* Travel Desk
* Reservations
* Night Audit
* Guest Relations.
* Meeting and greeting guest on arrival and departure.
* Allocation of rooms as per preference and requests.
* Pre preparing registration cards and keys for arrivals.
* Coordinating with housekeeping and engineering team for getting the rooms ready.
* Collecting feedbacks from guest and finding out areas of improvement.
* Taking direct and telephonic reservations
* Telephone Handling
* Business Centre Operations
* **Software Knowledge**
* MS Office.
* Opera 5.0
* WINHMS
* On Q
* IDS

**EDUCATIONAL QUALIFICATION**

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| **2008-2011** | **BSc in Hotel Management and Catering Technology** | **Naipunnya Institute of Management and Information Technology Pongam** |
| **2006-2008** | **Higher Secondary** | **V.C.S.H.S.S**  **Puthenvelikara** |
| **2005-2006** | **SSLC** | **A.K.M.H.S Poyya** |

**Languages Known**

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| --- | --- | --- | --- | --- |
| **Sl No** | **Language** | **Speak** | **Read** | **Write** |
| 1 | English | Yes | Yes | Yes |
| 2 | Hindi | Yes | Yes | Yes |
| 3 | Malayalam | Yes | Yes | Yes |

**DECLARATION**

**I do here by declare that the above mentioned details are true and correct to the best of my knowledge and belief.**