CURRICULUM VITAE

**George**

Dubai.

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**Objective:**

To be a part of an organization where growth and prospects are unlimited. Looking ahead to work in a challenging environment and to strive for excellence and to ensure challenging position in it, which may enable to integrate my knowledge skills to provide a productive and high level of service at all times.

**Areas of Expertise:**

|  |  |  |
| --- | --- | --- |
| Customer Service Management  Complaint Handling & Resolution | Customer Satisfaction Enhancement  Front-End Supervision | Teambuilding & Training |

**Professional Experiences:**

**Role: operational supervisor.**

**Company Name:-Arabian escapes, Dubai.**

**01/03/2017 to 20/03/2017.**

ROLE: **Acting Duty Manager and reliever of NIght Manager.**

HOTEL NAME: Southern Sun, Abu Dhabi, UAE

9/02/2014 to feb 28 2017

ROLE: **SR.RECEPTIONIST/NIGHT AUDITOR**

HOTEL NAME: Cristal Hotels and Resorts and Abu Dhabi Hotel, Abu Dhabi, UAE

03/10/2011 to 10/02/2014

ROLE: **RECEPTIONIST/NIGHT AUDITOR**

HOTEL NAME: Ginger Hotels, Kerala, INDIA.

01/06/2010 to 08/11

**Software & Operating System Experiences:**

Opera 4 & 5, my micros, Sim sap Application, Windows NT Server 4.0, Windows 2000 Server and Windows XP

**Education and Training:**

* SECONDARY EDUCATION: Mar. Stephen High School, Valakom (2003).
* HIGHER SECONDARY EDUCATION: Fr.Joseph Memorial Higher Secondary school, Puthuppady (2006).
* BACHELORS OF HOTEL MANAGEMENT: Oriental School of Hotel Management Approved by AICTE New Delhi, Affiliated to University of Calicut. (2006-2010)
* International Diploma in Hospitality Administration: Educational Institute of American Hotel & Lodging Association (EI AHLA) [Duration:3years]
* Industrial exposure training : TAJ MALABAR Cochin, India

**Roles and Responsibilities:**

* Allocate rooms for the arrivals and prepare departures of the day.
* Organize and check whether amenities are arranged for VIP and repeated guests.
* Coordinating with Housekeeping and other departments for smooth functioning of Front Office.
* Handling and resolving guest complaints to ensure maximum guest satisfaction.
* All the day to day check in’s and check outs are done as per the hotels standards.
* Review the rates applied in the daily check in and Audit all the checkouts of the day and to ensure no discrepancy or errors is carried out.
* Check the CID system and tally with the Opera guest in house.
* Audit all the daily operations to ensure to minimize errors before the Night Audit
* Ensure all the operations of the hotel, the outlets as well as the room’s division are going on in a smooth way in the night.

**Personal Details:**

* Date of Birth: 17-04-1988
* Religion: Christian
* Nationality: Indian
* Marital Status: Married
* Languages: English, Hindi, Malayalam, Tamil
* License: YES,UAE

**Declaration:**

I hereby declare that the information’s furnished above are true to the best of my knowledge.

GEORGE