 Anish

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| ***Objective*** |

An opportunity to obtain a challenging position, with major responsibilities that will effectively utilize my communication, leadership and organizational skills in a growth oriented company aiding career and corporate growth, to reach the pinnacle of my career by sheer hard work, total commitment and dedication in my job. Learn new things at every step while making progress in my career and achieve company vision.

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| ***Career Summary:*** |

In Hospitality Industry I have nearly 8 years experience and my specialization is in FRONT OFFICE, F & B SERVICE andCASHIER

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| ***Educational qualifications:*** | | | |
| Course | University | College/School |
| Hospitality Management | ITI | P.T.C.M Pallikkathod |
| XIIth | Kerala | C K M H S SKoruthodu |
| Xth | Kerala | Assumption H.S Palampra |

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| ***S*ummary of Experirnce*:*** |

***7years of Professsional experience in Hospitality Industry and my specialization is in FRONT OFFICE.The experience includes in industrial training,Trainee Front Office Assistent,Front Office Assistent,Senior Front Office Assistent,Front Office Incharge,Front Office Executive, F & B Service ,Cashier and Front Office Manager.***

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| ***Working Experiences:*** |

***WORKED AS A FRONT OFFICE MANAGER AT JOANCE REGENCY,THODUPUZHA, FOUR STAR(FROM MARCH 2016-MARCH 2017)***

***WORKED AS A FRONT OFFICE EXECUTIVE AT BROAD BEAN RESORT &SPA MUNNAR, FIVE STAR (FROM 2015 OCTOBER-FEBRUARY 2016)***

***WORKED AS A FRONT OFFICE EXECUTIVE AT BROAD BEAN HOTEL,VYTTILA, FOUR STAR (FROM 2014 APRIL - SEPTEMBER 2015)***

**WORKED AS A FRONT OFFICE INCHARGE AT SAAMAN THE BUSINESS CLASS HOTEL TIRUR ,THREE STAR (FROM 2012 DECEMBER –MARCH 2014).**

**WORKED AS A CASHIER AT SAAMAN THE BUSINESS CLASS HOTEL TIRUR ,THREE STAR (FROM 2012 MARCH – NOVEMBER 2012**)

***WORKED AS A SENIOR FRONT OFFICE ASSISTANT AT DASS CONTINENTAL,TRISSUR ,FOUR STAR (FROM 2011 OCTOBER– FEBRUARY 2012 ).***

***WORKED AS A F & B SERVICE AT DASSCONTINENTAL,TRISSUR ,THREE STAR(FROM 2010 JUNE – SEPTEMBER 2011)***

***WORKED AS A FRONT OFFICE ASSISTANT AT AQUASERRINE,KOLLAM ,FIVE STAR(FROM 2009 NOVEMBER –MAY2010).***

***WORKED AS A FRONT OFFICE ASSISTANT TRAINE AT AQUASERRINE, KOLLAM, FIVE STAR (FROM 2009 FEBRUARY – OCTOBER 2009).***

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| ***Key Responsibilities*** |

* Maximise occupancy levels by reviewing and revising revenue strategies
* Monitor reservation forecast data ,Oversee reservation administration and provide update to reservation systems and process all requests and manage inventory of all processes and recommend ways to maximize revenue
* Work with the Sales and Events Teams to maximise corporate and group rates.
* Manage third party sites and agents to establish rates, negotiate prices, ensure proper implementation of reservations procedures, and maximise conversion ratios in order to achieve targets for the department.
* Contribute to the selling strategy of the hotel, and manage the departments’ adherence to achieving that strategy.
* Preparing daily and monthly reports
* Gain understanding of the property primary target customer and service expectations; serve the customer by understanding their business, business issues and concerns and offer better business solution
* To ensure the all incoming and outgoing room reservation requests are attended and handled as per the hotel standards and procedures.
* To manage the reservations operations, ensuring the hotel standards and procedures are fully known and followed.
* Identifies new reservations sales business to achieve personal and property revenue goals.
* Understand the competitive market place and implement approaches to ensure the hotel stays ahead in the local market.
* Monitor same day selling procedures to maximize room and value added revenue and control property occupancy.
* Execute and support the operational aspects of business booked (e.g., generating reports for management).
* Build strong relationships with customers, Guests and Team Members in order to gain full understanding of their needs and work to serve them effectively.
* Track no-show reservations and processes charges as needed.
* Ensure Team Members are developed effectively and generate a culture of high quality standards for relationship building, customer service, selling techniques, and billing and processing contracts.
* To ensure a proper teamwork and supervise telephone Manner and general performance of reservations staff daily.
* To attract guest and to enhance their loyalty, providing a distinctive service through communication and sales skills and to increase revenue.
* To manage guest complaint in a professional manner, by owning it, resolving it to the guest satisfaction and recoding it.
* Monitor the daily upselling (incremental revenue) of team and provide relevant trainings to the team.
* Review the monthly business reports and analyzing market occupancy trends.
* Co-Ordinating with sales and marketing department in the area of promotions, special packages, corporate discounts, new accounts etc.
* Checking the daily arrival list to ensure all necessary billing instructions are applied to reservations & Reservation created previous day to ensure all the SRP are in place.
* Check arrivals Ensure special handling of repeats guest and very VIP guest and review room blocking for Long Stay. Suites and special group request.
* Supervising of Group Reservations.
* Assist in the recruiting, managing, training and developing of the Team.

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| ***Academic Experiences:*** |

Worked in Aquaserrine Kollam.

***Computer skills:***

Software’s known                      : Hot Soft, Hot World,Albergo,Innfinit ,Hotel Management and

M S Office

Operating systems known: Windows 98, Vista, Windows 7, Windows Xp

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| ***Hobbies:*** |

Travelling, Singing, listening to music,  Reading Playing Badminton, cricket, foot Ball etc

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| *S****trength and skills:*** |

Co-ordination skill,Leadership skill, Communication skill, Writing skill, Teaching skill.

***Declaration***

I here by solemnly declare that all information given above is true to the best of my knowledge and belief.