**LIBIYA**

KARAMA, DUBAI

**Email:** **libiya.376696@2freemail.com**

**Mob: +971 503718643**

**FRONT OFFICE MANAGER**

**PROFILE OVERVIEW**

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| **PERSONAL ATTRIBUTES*** **Willingness to work as a team**
* **Dedicated, Trustworthy, Hardworking and Punctual**
* **Capable of Assessing the Risk**
* **Quick Learner**
* **Analytic and Problem Solver**
* **Positive and Flexible Attitude.**
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* Professional with 6 years of experience in **Front Office & Customer Relations.**
* Worked as **Front Office Manager at Golden Ridge Mountain Resort & Spa** from 22-03-2017 to 31-10-2017
* Worked as **Customer Relation Executive at Kohinoor Floors , Cochin,** Kerala from 2013 December to 2017 March
* Worked as **Front Office Executive at Kohinoor Floors , Cochin,** Kerala from 2012 November to 2013November .
* Worked as **Front Office Executive at Contour Backwaters Resorts&Convention Centre, Changanacherry,** Kerala from 2011 August to 2012 October.
* Worked as **Front Office Assistant** at Contour Holiday Resorts, Changanacherry From 2011 March to 2011 July.

**SKILL SET**

Operating Systems: Windows XP, 7, 8,10

PC Office Software: Microsoft Office, Word

Familiar with Hot Software solutions and CRS

**CAREER OUTLINE**

Company **:GOLDEN RIDGE MOUNTAIN RESORT & SPA , MUNNAR, KERALA**

Designation**:Front Office Manager**

* Trains, co-trains and retrains all front office personnel
* Participates in the selection of Front office Staff
* Maintains Master Key Control
* Guest Relations.
* Guest Reservations
* Online Booking
* Resolves guest problems quickly, efficiently and courteously
* Upholds the Hotel commitments to Hospitality.
* Prepare and Maximize Room Revenue and occupancy
* Monitor all V.I.P Special guests and Requests

Company  **: KOHINOOR FLOORS PVT LTD, COCHIN**

Designation **: Front Office &Customer Relation Executive**

* Greeting Guests, Handling Customer requests promptly
* Confirming all customers appointment
* Delivering highest standards of service to customers.
* Answering calls professionally to provide information about products
* Dealing Directly with customer’s inquiries and complaints
* Customer Follow Up, Take or Cancel orders
* Maintaining records of queries and feedback

Company **:CONTOUR BACKWATERS RESORTS AND CONVENTION CENTRE**

Designation : **Front Office Executive**

* Greeting Guests, Handling Customer requests promptly
* Delivering highest standards of service
* Check on guest movements and complete their pre registration formalities
* Allocate rooms to all arriving guests
* Collect guest feedback forms and do any possible first hand service recovery steps.
* Maintain Petty Cash

Company  **: CONTOUR BACKWATERS RESORTS AND CONVENTION CENTRE**

Designation : **Front Office Assistant**

* Greeting Guests
* Maintain all check in and check out, GRC Registration
* Give daily reports to the department head.

**ACADEMIC CREDENTIALS**

**\*Graduation Level – 2012-2015**

Degree - BBA

University - M.G University

**\*Diploma Level – 2010-2011**

Course - Diploma in Hotel Management

Institution - Orient Institute of Hotel Management, Kuttikkanam

\***Higher Secondary Level -2008-2010**

Board - Board of Higher Secondary Examination, Kerala

School - Ossanam English Medium Higher Secondary School, Kattappana

**\*School Level - 2008**

Board - Board of Public Examination, Kerala

School - St.Joseph H.S Kannimala

***Personal Information***

Birth Date: 21 April 1993

Marital Status: Married

Nationality: India

Languages: English, Malayalam, Hindi

**Visa Status: Visit Visa**

***Declaration***

I hereby declare that the particulars given above are true to the best of my knowledge and belief

**LIBIYA**