|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  | **E-Mail ID.** | **-** | [**Randeep-394827@2freemail.com**](mailto:Randeep-394827@2freemail.com) |
| **Date of Birth** | **-** | 07/06/1988 | **PassportDetails** | **-** | Exp 01.04.2028 |
| **Languages Known** | **-** | English, Hindi, Malayalam & Arabic (Basic) | **Nationality** | **-** | Indian |
| **Marital Status** | **-** | Single | **Notice Period** | **-** | 01 Month |
| **UAE Visa Status** | **-** | Residence (Sponsored) |  |  |  |

******

**SYNOPSIS**

A dedicated professional with acknowledged record of effective professional performance in service career spanning almost 4 years across Hospitality Sector. An impressive communicator with honed interpersonal, team building, presentation, convincing and analytical skills. Contributed ideas towards achieving operational excellence. Diligent in maintaining and updating knowledge of business concepts, principles, and practices, complemented with innate ability in providing executive support to management

**Educational Qualification**

* **Diploma in Hotel Management from** **St. Thomas Charitable trust India**.

**Professional Experience**

**Receptionist** From **Feb2019 to Till Date**

# RESPONSIBILITIES-

Register guests and assigns rooms. Accommodates special requests whenever possible.

Assists in pre-registration and blocking of rooms for reservations.

Understands room status and room status tracking.

Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.

**Receptionist** **at Group of Hotel in Dubai. From** **Feb2016 to Feb 2019**

# RESPONSIBILITIES-

Register guests and assigns rooms. Accommodates special requests whenever possible.

Assists in pre-registration and blocking of rooms for reservations.

Understands room status and room status tracking.

Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.

**Guest Relation Executive in Kerala India from OCT 2015 To February 2016**

# RESPONSIBILITIES-

Welcome The Guest during Check-in & Checkout.

Handling the Guest Complainants.

Coordinating and multi-tasking job duties in a busy environment.

Detailed information regarding arrivals and room requirements.

Have up to date information on daily room occupancy.

**Asst Front Office Manager in Kerala India from Nov 14 to Aug15**

# RESPONSIBILITIES-

Duty Roster making.

Customer Satisfaction (Guest Feedback, Social Media Review).Weekly Review of the business with top management.

Provide feedback to the team members on their performances and improvement.

Manages and motivates the Front Office team in order to provide a high standard of service for customers.

Develops high quality relationships with guests throughout their stay.

Provide high level of customer service and maintain a high profile in the day to day front office operations.

**Front Office In Charge in Kerala India From Oct 2013 To Oct 2014**

Ensure outstanding customer care at all times.

Maintains a friendly, cheerful and courteous demeanour at all times.

Courteously and accurately answers inquiries from potential guests and accepts hotel reservations.

Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns.

 Supervise daily shift process ensuring all team members adhere to standard operating procedures.

 Train, direct the work of, resolve issues/problems and coach and counsel the front desk team members to ensure a quality operation.

**Front Office Assistant in Kerala India from July 2012 to Feb 2013.**

Register guests and assigns rooms. Accommodates special requests whenever possible.

Assists in pre-registration and blocking of rooms for reservations.

Understands room status and room status tracking.

Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.

**Front Office Executive in Goa India from Feb 2010 to May 2011.**

Register guests and assigns rooms. Accommodates special requests whenever possible.

Assists in pre-registration and blocking of rooms for reservations.

Understands room status and room status tracking.

Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.

**Additional Responsibilities**

Provided training for new team members.

Monitoring the mail box and responding to the mails.

Preparing monthly Reports.

Conducting quality checks.

Monitoring the status of the work received for the day.

Help the new team members with regard to the process.

The above is an honest account of my profile.

Randeep