



PRIYA SABOO

FRONT DESK AGENT

PROFILE

Dedicated Hotel Front Desk Agent with more than 2 years in the hospitality industry equipped with in-depth knowledge of hotel desk operations. Consistently delivers luxury personal service and fosters positive relationships with guests to promote customer satisfaction and loyalty. Tech-savvy, highly accurate, and efficient in data entry and general operations.

HOW TO REACH ME

Phone: +919601311663
Email: priyasaboo111.ps25@gmail.com
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SKILLS

- Opera,
- Colleague Advantage
- Reserve
- Hotsos
- Zingle
- Microsoft Excel, PowerPoint, Word
- Go Con
- Problem-Solving skills
- Interpersonal Skills
- Customer Satisfaction

CAREER SUMMARY

FRONT DESK HOST

Grand Hyatt Abu Dhabi Hotel & Residence Emirates Pearl | Jan 2020 – Dec-2021

- Greeting guests at the front desk and engage in pleasant conversation while managing the check-in process and also explaining the details about the property
- Liaising with housekeeping and maintenance staff to address requests and complaints made by guest.
- Calculate billing and post chargers to room accounts, reviewing all chargers with guests at check out.
- Provided guests with above and beyond customer service, including making outside venue reservations and setting up tours.
- Cross-training in Finance, Reservations, Housekeeping and Spa and assisting in their day to day operation work.
- Promoting World of Hyatt by enrolling guest for the membership and explaining the benefits.
- Top Up seller for the 2nd and 3rd quarter of the year 2021
- Assigned in a buddy program where in charge of all the guest refund process. Liaising with the finance team and contacting the guest to make sure they received their refund on time.

FRONT DESK SUPERVISOR INTERN

Park Hyatt Beaver Creek Ski Resort, Beaver Creek, Colorado, U.S.A | Oct 2018 – Apr 2019

- Apart from all other desk duties, also blocked rooms and handled special request while monitoring room availability.
- Accepted reservations, changes and cancellations in the absence of reservation department staff.
- Overlooked VIP guests/groups to ensure smooth and enjoyable stay through the entire experience from check-in/check-out and the actual event.

EDUCATION

**LES ROCHES GLOBAL HOSPITALITY
EDUCATION, MARBELLA, SPAIN
OCT 2016 - OCT 2017**

Postgraduate in International Hospitality
Management

**NEW L.J COMMERCE COLLEGE
AHMEDABAD, INDIA
JUN 2012 - JUN 2015**

Bachelors in Commerce

LANGUAGES

**English -Advance
Hindi - Native**

CHARACTER REFERENCES

PHILIP DOLLENS

Front Office Manager,
Hyatt Regency Chicago
Email: Philip.dollens@hyatt.com

Jefferey Keller

Front Office Manager,
Park Hyatt Beaver Creek
Email: Jefferey.keller@hyatt.com

Ashutosh Jha

Director of Rooms,
Grand Hyatt Abu Dhabi
Email: Ashutosh.jha@hyatt.com

CAREER SUMMARY

FRONT DESK INTERN

Hyatt Regency, Chicago, U.S.A | Apr, 2018 – Oct, 2018

- Greeted guest in a courteous manner and assisted them with check-in.
- Maintained comprehensive and detailed records of 2,032 rooms using PMS software.
- Coordinated with Housekeeping by updating room status, all checkouts, late checkouts, early check-in, special request, part-day rooms, maintenance requests, and maintained up to date status reports.
- Utilized suggestive upselling techniques to sell rooms and promoted all services of the hotel. Recognized as a top up-seller.
- Responded to complaints and situations that require immediate attention.
- As and when needed assisted the night manager with night audit and also filled in as a host at Regency Club

MANAGEMENT TRAINEE

The Andaman- A Luxury Collection Resort, Langkawi, Malaysia | May, 2017 – Nov, 2017

- Greeted and welcomed guest warmly and assisted them with check-in.
- Ensured guest identification and reservation details are accurate before assigning the room.
- Personally escorted guest to the room while explaining the resort offers and notable landmark in Langkawi.
- Assisted in executing daily administrative duties.
- Fostered strong working relationship with other departments.
- Trained in Bell host, Reservations, Front Office and Guest Services.
- Enrolled guest to the Marriott's loyalty program by explaining to them the benefits.