

HASAN ABBAS A. KADIVAL

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Current job: Front Desk Manager at Hotel Silver Heights, Ahmedabad

Aspire to become an expert professional in Hospitality working as a strategic partner in an organization in any sector knowledge - based or service oriented.

EXPERIENCE

1ST JUNE 2017 – PRESENT

FRONT OFFICE MANAGER, HOTEL SILVER HEIGHTS

RESPONSIBILITIES

- Supervises and creates schedules of Front Desk employees.
- Accomplishes all check-in and check-out functions in a courteous, amiable and efficient manner.
- Welcomes each guest who enters the Lodging Reception Center and answers inquiries with accurate responses.
- Contributes to front desk sales generation by booking walk-ins, upgrading room reservations and offering additional perks or promotional products.
- Orients new employees on check in and check out procedures, front desk functions, room rates and proper use of front desk management software. Guides new hires on proper conduct, attire and appearance.

APRIL, 2015 – 25TH MAY, 2017

FRONT OFFICE EXECUTIVE, HOTEL ELDORADO

RESPONSIBILITIES

- Greet and assist visitors and guests arriving at the front desk.
- Received guests on arrival with a friendly manner
- Entered complete details into the computer
- Efficiently deal with check-out of guests
- Made advanced reservations, took bookings and fulfilled particular requirements
- Operated the switchboard, messages and inquiries in a disciplined manners
- Posted all transactions to make sure that all bills are kept up-to-date
- Prepared the cash for bank delivery and ensured that all floats are accurate at the end of the shift
- Maintain Confidentiality of hotel data and guest information.

JULY, 2014 TO DECEMBER, 2014

INDUSTRIAL TRAINING, MARRIOTT, JAIPUR

I have completed industrial training from the date 15th July 2014 to 8th December 2014 as trainee at Marriott, Jaipur. I have done a training in the below-given department:

- Front Office
- Housekeeping
- F & B service
- Food Production
- Sales & Marketing as a sales coordinator

ACHIEVEMENTS

- Got Appreciation Letter from Front office during my training period.
- I got one more appreciation letter from Housekeeping.

EDUCATION

PERSUING

BBA – HOTEL MANAGEMENT, BABASAHEB AMBEDKAR OPEN UNIVERSITY

2014-2015

DIPLOMA IN HOTEL AND RESTAURANT MANAGEMENT, JINDAL SCHOOL OF HOTEL MANAGEMENT, BARODA

PROFESSIONAL SKILLS

- Excellent personal presentation and interpersonal skills
- Passion for exceptional customer service
- Profound ability to ensure that the highest standards of hospitality are established
- Multilingual – English, Hindi, Gujarati and French also.
- Highly skilled in handling multiple guests simultaneously
- In-depth knowledge of general facilities and services of the hotel
- Able to multi-task effectively

IT SKILLS

- IDS (Property management system)
- Opera (Property management system)
- Kautilya (Hotel Management System)
- MS Office

ACTIVITIES

Profound knowledge about hospitality management. Ability to connect with the customers.

Thanks & Regards

Hasan Abbas A Kadival.