

AllamsettyViswanadh

CONTACTS

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ABOUT ME

Frontoffice

Front office professional with extremely hard-working, highly determined, result-oriented professional enriched without standing academic record & excellent communication & interpersonal skills. Having an urge to get an opportunity to meet my competencies, Skills, education, and experience in my work.

PERSONAL DETAILS

Date of birth

04/05/1999

Nationality

Indian

Marital status: single

HOBBIES

Photography.

Hanging out and social interaction. Playing badminton & Cricket.

Love to have a walk in free time

LANGUAGES

English
Telugu
Hindi

EDUCATION

Did my Diploma in Hospitality and Hotel Management, WEST IN COLLEGE OF HOTEL MANAGEMENT From 2017-2018
Successfully completed SSC from Secondary School Education in 2015

WORK EXPERIENCE

FRONT OFFICE EXECUTIVE

Park Iris Group Hotels, Vijayawada
EPT 2021–Present

- ❖ Oversaw all aspects of Front Office department.
- ❖ Managed payment processing, website updates, and responding to inquiries from employees and clients.
- ❖ Trained and supervised new staff, conducted data entry reviews.
- ❖ Participated in weekly team meetings with fellow managers.
- ❖ Monitored all V.I.P.'s special guests and requests.
- ❖ Scheduled shifts
- ❖ Ensured timely and accurate customer service
- ❖ Handle complaints and specific guest requests
- ❖ Troubleshoot emergencies
- ❖ Ensure proper mail distribution
- ❖ Prepare and monitor office budget
- ❖ Keep updated records of office expenses and costs
- ❖ To co-ordinate with all the internal as well as external customers regarding their telephone messages and any other issues & responsible for attending a visitor or customer present at office.
- ❖ Responsible for providing information about the services of the organization.
- ❖ Actively builds awareness of the Brand amongst clients

ACHIEVEMENT

- Making or Saving the company money
- Exceeding expectations
- Improving guest experience
- Leading a team that achieved positive, Measurable result

❖ **FRONT OFFICE ASSOCIATE, Marg Krishnayya, VIJAYAWADA**

❖ **SEP2020-AUG2021**

- ❖ Perform all check-in and check-out tasks
- ❖ Manage online and phone reservations
- ❖ Inform guests about payment methods and verify their credit card data
- ❖ Register guests collecting necessary information (like contact details and exact dates of their stay)
- ❖ Welcome guests upon their arrival and assign rooms
- ❖ Provide information about our hotel, available rooms, rates and amenities
- ❖ Respond to clients' complaints in a timely and professional manner
- ❖ Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- ❖ Upsell additional facilities and services, when appropriate
- ❖ Maintain updated records of bookings and payments

INTERNSHIPS

Aloft Hotels, Bangalore

JAN 2018 -JUNE2018

Successfully Completed Industrial Training from Aloft

Hotels SPECIALIZATION EXPOSURE

DEC2019-JULY2020

Successfully Completed specialization exposure from Two Seasons, Dubai (major operational department with Specialization in House Keeping)

SKILLS

Operational improvement

Multi-Task Management

MS Office proficient

Show initiative and like to finish the assignments before the deadlines

Knowledge of hotel management system for daily requirements.

DECLARATION

The above-furnished details are true and correct to the best of my knowledge.

Allamsetty Viswaanadh