

AllamsettyViswanadh

CONTACTS

Mobile: +917842860104

EMAIL:VISWANADH788@GMAIL.COM,
viswanadh788@gmail.com

ABOUTME

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.

PERSONALDETAILS

Dateofbirth

04/05/1999

Nationality

Indian

Maritalstatus:single

HOBBIES

Photography.

Hangingoutandsocialinteraction.Playingbadminton & Cricket.
Love to have a walk in free time

LANGUAGES

English
Telugu
Hindi

EDUCATION

I did My Diploma in Hospitality and Hotel Management, WEST INN COLLEGE OF HOTEL MANAGEMENT From 2017-2018

Successfully completed SSC from Secondary School Education in 2015

WORKEXPERIENCE

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 - JUNE 2018
Successfully Completed Industrial Training from Aloft

Hotels SPECIALIZATION EXPOSURE

DEC 2019 - JULY 2020

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

SKILLS

Operational Improvement

MS Office proficient

Multi-Task Management

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