

SARAVANAN PILLAI

Front Office Operations | Process Management | Guest Relationship Management

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Current Location: Dubai, UAE

AREAS OF EXPERTISE

- Front Office Operations
- Duty & Shift Management
- Guest Relationship Management
- Staff Grooming
- Check-ins & Checkouts
- Quality Standards
- SLA Management
- Guest Grievances & Issues Resolution
- Process Improvements
- Cross-functional Coordination
- Team Leadership/Trainings

PERSONALITY TRAITS

- Customer-oriented
- Courteous Demeanour
- Ability to Work under Pressure
- Communication Skills
- Good Team Player
- Leadership Skills
- Problem-solving
- Time Management

COURSES

- Industrial Training Institute (ITI) | Steno-Cum-Computer Operator (English), 2009
- State Examination Board | Government Commercial Certificate - Typing, 2009

EDUCATION

- Saurashtra University | Bachelor of Commerce (B.Com), March 2017
- Bhavan's Shri A.K. Doshi Vidyalaya | Higher Secondary Certificate (H.S.C.), March 2011
- Bhavan's Shri A.K. Doshi Vidyalaya | Secondary School Certificate (S.S.C.), March 2008

PROFILE SUMMARY

Seasoned professional with over 10 years of experience in hospitality, specializing in guest reception, reservations management, and service coordination. Adept at delivering exceptional customer service, handling complex issues, and ensuring guest satisfaction. Seeking a position as a Stall and Market Salesperson to leverage extensive hospitality expertise, enhance customer experiences, and contribute to operational efficiency while continuing to grow in the field.

WORK EXPERIENCE

- Noor Al Fadha Technical Services Contracting, Dubai, UAE**
Stall and Market Salesperson, April 2023 – Present
- Hotel Vishal International, Jamnagar, Gujarat**
Front Office Manager, March 2019 – January 2023
- Fortune Hospitality Services (Reliance Greens Township, Jamnagar, Gujarat)**
Assistant Manager Front Office, December 2017 – February 2019
- Hotel Vishal International, Jamnagar, Gujarat**
Front Office Executive, May 2011 – November 2017
- Welcome and Greet Guests:** Ensure a warm and courteous welcome to all guests upon arrival.
- Address Guest Concerns and Special Requests:** Handle guest inquiries, special requests, and concerns professionally and personally.
- Telephone Management:** Answer telephone calls, transfer calls to guest rooms, and take and relay telephone messages.
- Manage Reservations:** Handle room reservations using a computerized reservation system.
- Billing and Payments:** Prepare bills, handle checkouts, and process payments accurately.
- Coordination with Staff:** Communicate effectively with housekeeping and maintenance staff to ensure high-quality service delivery.
- Answer Queries:** Provide information and assist guests with queries related to hotel services, facilities, shopping, dining, and travel directions.
- Deal with Complaints:** Address and resolve guest complaints and problems promptly and effectively.
- Lead and Mentor Team:** Manage, mentor, and develop the front office team to ensure high performance and professional growth.
- Service Standards:** Maintain and enhance service quality standards through regular audits and feedback mechanisms.
- System Operation:** Oversee the operation of front office technology systems and ensure staff are trained and systems are well-maintained.
- Additional Duties:** Perform other administrative and hospitable functions as assigned from time to time.