



ANKUSH

FRONT OFFICE EXECUTIVE

DOB: 16 MAY 1999

PASSPORT NO. U8506938

OBJECTIVE

Ensuring customers have the best experience in accordance with company's protocol is my priority. Self motivated and organized with an ability to multi task while dealing with diverse demands, I am seeking an opportunity to join a company that understands that the reception position is key to the company's operational image.

EXPERIENCE

FRONT OFFICE EXECUTIVE AND NIGHT AUDITOR



HIMALAYA EXOTIC RESORT- GOA | FEB 2022 - Present

- Handling end-of-day bookkeeping, auditing and account reconciliation
- Complete all EOD tasks and ensure other departments have done the same
- Reporting to management and assisting with administrative tasks
- Handling inquiries and sorting mail
- Check in guests, answer phones and take reservations
- Reconcile accounts
- Keep accurate financial records and ledgers
- Checking guests in and out.
- Receiving and managing reservations made online and telepathically.

FRONT OFFICE EXECUTIVE

THE TAJ MOTEL | AUG 2019 - JAN 2022

CONTACT

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EDUCATION

2016-2019

Punjab University Patiyala

Bachelor of Commerce

SKILLS

- Documentation and control
- Team leadership
- Strategic planning
- Technical support and Multi tasking
- Excellent phone manner and ability to deal with high volume of calls.
- Able to remain calm under pressure.
- Skilled in positive communication with difficult customer.
- Goal oriented and Active listener
- Quick learner and Problem solving

- organization.
- Calculated billings and posted charge to room account, receiving all charges with guests at
- checkout.
- Maintained financial accuracy by collecting deposits, fees and payments.
- Used quick response and dynamic services skill to build relationships with patrons improving
- customer retention rate.
- Confirmed relevant guest information and payment method to prevent frauds.
- in through check out.
- Resolved service related issues and documented action in system

HOBBIES

- Photography
- Listening music
- Playing Cricket
- Learning New Things