



SMITHIN K.V

Position Applied For Guest Relation Excecutive.

PROFILE

I am a professional front desk receptionist with one year three month work tensure at a ayurvedic hotels and resorts. I love to meet and greet the guests. I enjoy communicating with others and Enjoy being able to help peoples and to provide a service. Familier with phonesystem,software system and presentation applications.

EMPLOYEMENT HISTORY

**Position – Front Office Assistant at SOMATHEERAM AYURVEDA GROUP(NABH).
DECEMBER 2019 (PRESENT).(1year3month Experience).**

DUTIES

- Responsible for check-in and check-out
- Answer incoming calls and client enquires
- Audit cash drawers and maintain daily log of averages and shortages
- Clerical duties-typing, copying, emailing (outlook)
- Record daily occupancy and rate totals
- Assist guest with flight bookings and in city transportation where needed
- Arrange car for airport pick up and airport drop
- Settlement process credit card daily

SKILLS

- Guest relation
- Check-in and Check-out

- Payments
- Typing
- Emailing
- Ms-office ,Excel ,word etc
- Software TOUCH Q

ACADEMIC QUALIFICATION

- High school
- Higher secondary
- Diploma in ms-office
- Diploma in telcaller/customer care
- International diploma in aviation and hospitality management and IATA

CONTACT DETAILS

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- Father name-Kunjumon Abraham
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- Nationality –INDIAN
- Language –ENGLISH,MALAYALAM.

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