
ABHILASH MEHRA

DELHI, INDIA 110062

+917503598088 | mehraabhi560@gmail.com

Summary

Results-driven Front office Executive with solid administrative, customer service and financial management skills. High-energy team player dedicated to maximizing customer loyalty with exceptional support. Well-organized in planning, problem-solving and multitasking in fast-paced hospitality settings.

Competent Hospitality professional well-versed in Hospitality procedures and standards. Skilled in efficiently addressing customer responses, documentation and bills to manage smooth daily operations. Top-notch relationship-building and communication skilled gained during 5 years of related experience.

Motivated Front office Associate with talent for coordinating guest services.

Proactive with history of managing multiple tasks in various areas with specialties in conflict resolution, team coordination and customer support.

Highly organized, detail-oriented and thrives in fast-paced, intense environment.

Reliable and enthusiastic Front office Associate with experience in reception, concierge and customer service areas. Skilled in customer engagement, problem resolution and various software operation. Known for remaining poised and calm in busy environments. Customer-oriented Front Desk Associate with extensive knowledge of modern computer systems. Committed to individualized client care. Successful at multitasking and basic bookkeeping.

Skills

- | | |
|-------------------------------|-----------------------------------|
| Multi-line phone systems | Listening skills |
| • Cash transactions | • Safety and security procedures |
| • Hospitality services | • Guest amenities |
| • Fluent in English and Hindi | • Mail and packages |
| • Effective planning | • Oral and written communications |

Experience

01/2023 - Present Star Hotel Pvt Ltd

Duty Manager

Skill include:

- Performing all check-in and check-out tasks
- Managing online and phone reservations
- Informing customers about payment methods and verifying their credit card data
- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Software using IDS, PMS
- 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
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Upsell additional facilities and services, when appropriate

11/2021 – 01/2023 **NARENDRA BHAWAN (MRS HOSPITALITY) — BIKANER, INDIA**

Duty Manager

Skill include:

- Performing all check-in and check-out tasks
 - Managing online and phone reservations
 - Informing customers about payment methods and verifying their credit card data
 - Perform all check-in and check-out tasks
 - Manage online and phone reservations
 - Inform customers about payment methods and verify their credit card data
 - Software using IDS, Pms
 - 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
 - Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
 - Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
 - Upsell additional facilities and services, when appropriate
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02/2020 – 10/2021

ANUTHAM HOTEL (A UNIT OF AADROIT INDULGENCE PRIVATE LIMITED) – DELHI, INDIA

Front Desk Executive

- Answered phones to respond to customer inquiries and transfer calls to appropriate staff members.
- Handled payment processing and provided customers with receipts and proper bills and change.
- Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.
- Addressed and welcomed large volume of guests to business per day, improving overall customer service and engagement.
- Received incoming calls and coordinated with hotel staff to fulfill requests and resolve issues.
- Cultivated professional relationships with guests through active response and dedicated assistance, improving customer retention.
- Confirmed transactional data by verifying name and payment information and clearly communicating costs and fees to patrons.
- Managed customer complaints and rectified issues to complete satisfaction.
- Managed guest check-in and check-out procedures, reservations and

payments.

10/2016 - 02/2020

THE ASHOKA HOTEL — DELHI, INDIA

Front Desk Coordinator

- Answered phones to respond to customer inquiries and transfer calls to appropriate staff members.
- Handled payment processing and provided customers with receipts and proper bills and change.
- Managed guest check-in and check-out procedures, reservations and payments.
- Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.
- Managed customer complaints and rectified issues to complete satisfaction.
- Verified and collected client payments.
- Delivered friendly and knowledgeable support to current and prospective customers.
- Answered phone and emails to make reservations and take guest information.
- Trained newly hired employees on front desk procedures and business operations.
- Greeted incoming guests warmly, issued room keys and shared information on policies and amenities.
- Addressed and welcomed large volume of guests to business per day, improving overall customer service and engagement.
- Cultivated professional relationships with guests through active response and dedicated assistance, improving customer retention.
- Set guest and group reservations and processed check-ins and check-outs.

Education and Training

03/2016

ASHOKA INSTITUTE OF HOSPITALITY & TOURISAM MANAGME
Bachelors In Hospitality and Business Management

03/2011

C B S E DELI
High School Diploma

03/2009

C B S E DELHI
High School Diploma

Languages

Hindi: First Language

English:  B2

Upper Intermediate