



AFISH KK

Front Office Manager

ABOUT

DOB: 24/04/2000

GENDER: MALE

NATIONALITY: INDIAN

MARITAL STATUS: SINGLE

CONTACT

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EMAIL: hafishkk05@gmail.com

LANGUAGES

ENGLISH

MALAYALAM

ARABIC

HINDI

TAMIL

SKILLS

- Customer Service
- Relationship Building
- Documentation and control
- Administrative Skills
- Team Management
- Complaint Handling
- Inventory Control
- Property Management Systems
- Revenue management

PROFILE

Proven Front Office Manager at GO2rooms, adept in enhancing guest satisfaction and revenue management through expert customer service and relationship building. Spearheaded staff training, boosting team performance and occupancy rates. Skilled in property management systems and adept at complaint resolution, significantly improving operational efficiency and customer relations.

EDUCATION

Muslim Orphanage Collage of Arts and Science

[JUNE-2018] – [MAY-2021]

Bachelor of Commerce IN Accounting and Finance

Markaz Higher Secondary School

[MAY-2016] – [JUNE-2021]

High School Diploma

WORK EXPERIENCE

GO2rooms KOZHIKODE

Front Office Manager

[February - 2022] – [June – 2024]

- Resolved guest complaints professionally, maintaining positive relationships with customers for future business opportunities.
- Implemented staff training programs, improving employee performance and team cohesion.
- Reconciled end-of-day reports to determine accurate billing and payment processing.
- Monitored financial transactions at the front desk, ensuring accurate billing procedures and minimizing discrepancies.
- Enhanced guest satisfaction by efficiently managing front office operations and addressing customer concerns promptly.
- Managed daily room inventory to maximize occupancy rates and revenue generation.