

CURRICULUM VITAE



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OBJECTIVE :

I perceive myself as multi skilled person with specialization in personal and front office department with an attitude of learning and performing having large experience AYA agent, cashier, front desk associate. As I Seeking for a challenging position in a reputable organization to expand my learning, knowledge and skills.

ACADEMIC QUALIFICATIONS AND WORKING EXPERIENCE :

April 2006 to April 2008 : HSC Passed in St. Anthony high school.
Other curriculum : Basic computer course from National **computer training centre-Mumbai.**

WORKING EXPERIENCE :

AURA HOSPITALITY (CUSTOMER SERVICE AGENT) (SEP2022–MAR2023)

- Provide attraction and event information to guests and VIPS aimed at enticing customers to games and other entertainment.
- Responsible for directing guests to rides, seats, or attractions; and provide assistance to guests entering or exiting rides, and other gaming equipment.
- Maintain the Rides account records.
- Monitor the Rides operational quality or safety.
- Monitor the Rides activities to ensure adherence to rules and safety procedures or arrange for the removal of unruly guests.
- Handling POS and collect fees from guests and VIPS.
- Stay up to date on relevant park and department information.
- Clean the parks sporting equipment, vehicles, rides, POS, facilities, or grounds.
- Regularly inspect Rides equipment to detect wear and damage and perform minor repairs, and adjustments, or perform preventive maintenance. Help fasten or safety devices for patrons or offer directions for fastening devices.

Best Western Premier Vedic Village Spa Resort, Kolkata , India).

(May 2021 to Aug2022) (GUEST SERVICE AGENT)

- To supervise and assist in the cashiering procedures during the shift.
- To check credit limit report and follow up accordingly
- Performs all jobs within the Front Desk, AYS/Switchboard and Concierge/Guest Services as necessary
- Temporarily functions in place of the Front Office Manager in his/her absence
- Relieves Front Desk Manager and runs shifts whenever necessary
- Trains staff and monitors adherence to all credit policies and procedures to reduce bad debts and rebates
- Participates in department meetings and continually communicates a clear and consistent message regarding the Front Office goals to produce desired results
- Is able to comprehend night audit procedures and reports as needed for daily shift operations
- Trains associates in safety procedures and ensures their ability to execute departmental and hotel emergency procedures
- Log and pass on all important information and complaints
- Sets and adjusts the Front Desk Schedule to meet guest demands while staying within the budget

Wyndham Grand Manama. AYS Agent / Front desk agent.

(Nov 2017 to May 2020)

- Manage room reservations using opera reservations system
- Address guests concerns and special requests.
- Ensure that guests are settled comfortably in their rooms, makes necessary adjustments if needed
- Help guests with their things including luggage and other valuables with communicate concierge team
- Welcome and greet guests with great courtesy
- Answer telephone calls and transfers these to guest rooms. Take and relay telephone messages for hotel guests and others
- Prepare bills, handle and process checkouts / Check-ins, take payments
- Communicate with housekeeping and maintenance staff to ensure that great quality service is provided to guests
- Deal with complaints and problem.

Jeddah Airport (Receptionist)
(5 Dec 2012 - 25 oct 2017)

- Greeting customers and taking orders.
- Processing payments.
- Assisting customers with queries and providing solutions quickly.
- Possessing excellent product knowledge to inform and increase sales.
- Following up on orders to prevent delay and frustration.
- Updating the product inventory.
- Cleaning the customer area during quiet times to ensure neat appearance.
- Ensuring that each customer leaves the store satisfied.

Movenpick Beach Resort, Al-Khobar - KSA as a AYS
(Call Center Agent)(20th May 2011 to 26 oct 2012)

- Welcome and greet guests with great courtesy
- Address guests concerns and special requests in a professional and personable manner
- Help guests with their things including luggage and other valuables
- Get transport for customers and reservations in local restaurants
- Answer telephone calls and transfers these to guest rooms
- Take and relay telephone messages for hotel guests and others
- Help the hotels business center and other units if necessary
- Communicate with housekeeping and maintenance staff to ensure that great quality service is provided to guests
- Deal with complaints and problems
- Answer queries of guests about various information and services of the hotel.

LANGUAGES KNOWING :

- Fluent in English (Full professional proficiency)
- Fluent in Speaking Arabic and Reading
- Fluent in Speaking Hindi and Reading
- Fluent in Speaking Marathi And Reading.

COMPUTER SKILLS :

- Microsoft Office -Word, Excel.
- Internet and email packages.
- And over the knowledge's.

HOTEL OPERATION SYSTEMS KNOWN :

- Opera 5.2
- Oasis System.
- Micros
- Nor-1
- FCS System
- GNS - Guest notification system

PLACE :

DATE :

[JAVED NASIR ALI]