

Manish Mohan

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## Career Objective

To seek a responsible & challenging position which makes use of my potential & talent and gives me an opportunity for personal growth & professional advancement, while fulfilling company’s objectives​.

## Skills

* Demonstrated ability to communicate effectively.
* Applies knowledge of subject area.
* Enthusiastic and positive attitude towards changes.
* Professionalism and high inter personnel skills.

## Career Snapshot

* Working as reservation agent in Tamani Hotel Marina from April 28, 2012 till present. ● Worked as a receptionist in Ilona Lake Resort Alappuzha from Mar 2012 to April 20.
* Worked in Hotel ARAMANA at Manjapra as a reservation in charge, via Angamaly, Ernakulum from Feb 2011 to Mar, 2012.
* Worked in Hotel ARAMANA at Manjapra as a receptionist, via Angamaly, Ernakulum from Feb 2010 to Feb, 2011.
* Worked as a Customer Care executive in Aircel Communications for 6 months.
* Worked as Doctor’s Secretary in Apollo Cancer Special Hospital for 5 months.
* Worked as a Housekeeping attendant in BRUNTON BOATYARD from May 2019 to Jan 2010.
* Did Training in Le Meridien at Kochi for 3 months in Housekeeping.

## Main Responsibilities

* Making, amending and cancelling bookings as per the guest and travel agent’s requirements.
* Sending Confirmation emails and reply to the received mails
* Answer the guest calls and giving necessary details as per the caller’s requirement.
* Handling online bookings
* Allocating the availabilities in online portals as per the hotel occupancy status
* Accepting reservations and updating information into the system
* Maintain close working relationship with Front Office and Sales & Marketing Teams.
* Up-sell property when possible
* Converting inquiries into confirmed room reservations ● Performing additional duties, as assigned.
* Possesses a strong knowledge of Microsoft Word, Outlook and Excel
* Radiates high energy and demonstrates a knack for building awe-inspiring rapport with guests and colleagues
* Maintain complete knowledge of all hotel services, hours of operation
* Resolve guest complaints ensuring guest satisfaction
* Updating of room types, rates and number of rooms in online channels such as Booking.com, Agoda.com, Orbitz.com, Expedia.com, Lastminute.com, I-hotelier, Asia rooms, Asia travels etc.
* Helps the front desk team when the operation is busy.
* Handling guest requests and complaints.
* Updating the online channels with the latest updates about the hotels.
* Reviewing guest complaints and taking necessary steps to satisfy the guest and to avoid it the future.
* Arrivals for the day has to be provided to the front desk team on a daily basis.
* Checking for no shows and last minute cancellations for the online bookings which needs to be reported and charged accordingly.
* Making weekly online production reports.
* Changing of rates as per the requirements to achieve the target for the month and the year.
* Keeping track of the production as per required in the budgets.
* Following up with the travel agents and companies for the payments of the bookings.
* Collecting the advance deposits for the rooms and post in the system.
* Coordinates with housekeeping to arrange enough rooms for the arrival guests.
* All the amendments that are made for the online bookings has to be reported in the respective online extranet to avoid charging of commissions for the non-staying nights of the guest.
* Maintains a strong contact with the market managers of the online channels and the travel agents.
* Prepares invoices for the guest or travel agents to help them to make the payments.
* Coordinates with finance to make the proper posting of the payments for the room charges.

## Educational Qualifications

* B. Sc., Hotel Management Madras University
* +2 from Central Board of Education
* SSLC from Central Board of Education

## Technical Qualifications

* Completed Industrial Exposure Training at LE MERIDIAN from 1​st​ December to February last.
* Cross Training in Front Office in Tamani Hotel Marina.
* Selected as Employee of the Month dated on
* Nominated as Employee of the Month for several times. Key IT Skills
* MS Office, Internet, Email & Outlook
* Microsoft Windows 95 – windows 7
* Opera,

## Personal Details

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| --- | --- | --- |
| Father’s Name  | :  | K.R. Mohanan  |
| Date of Birth  | :  | 26​TH​ July 1987  |
| Sex  | :  | Male  |
| Marital Status | :  | Married  |
| Nationality  | :  | Indian  |
| Language Known  | :  | English, Hindi, Tamil, Malayalam  |
| Passport No | : | K3755971  |
| Date of Issue | : | 23.04.2012  |
| Date of Expiry | : | 22.04.2022  |
| Place of Issue | : | Trivandrum  |
| Visa status  | :  | Residence visa  |

## References

Will furnish promptly upon request