

# Anil Kottarathil

## Guest Experience Manager

Hospitality professional with 13 years of extensive experience in the field of Customer service industry.



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## WORK EXPERIENCE

### Guest Experience Manager Etihad Airways

11/2014 - 11/2020

Abu Dhabi

#### Achievements/Tasks

- Overall in charge for the Guest experience in flight and Airport lounges.
- Ensuring and providing flawless, guest service experiences.
- Accomplishes financial objectives by forecasting requirements, scheduling expenditures, analyzing variances and initiating corrective actions.
- Analyzing customer feedback and providing strategic direction to continuously improve the guest services.
- Overlook staff Training, , KPI and Staff performance log.

### Service Manager RIXOS Palm Jumeirah

08/2013 - 10/2014

Dubai

#### Achievements/Tasks

- Assist & support the management to achieve maximum revenue & profit.
- Ensure all associates adhere and support the quality management system and SOP.
- Recruitment, staff appraisals, inventory, time attendance (OASYS), cleaning records, monthly P&L reports and maintenance log.

### Assistant Outlet Manager JUMEIRAH at Etihad towers

06/2010 - 08/2013

Abu Dhabi

#### Achievements/Tasks

- Conducts daily briefings, team meetings and trainings as directed by the management.
- Ensures that all colleagues adhere to all food hygiene regulations and procedures.
- Responsible for monthly P&L reports.

### Outlet Head waiter ONE & ONLY Royal Mirage

06/2008 - 05/2010

Dubai

#### Achievements/Tasks

- Assist the Team Manager and team members in daily operations.
- Delivering an exceptional service to our valuable guests.

### F&B Associate LEELA PALACE - KEMPINSKI

11/2007 - 04/2008

Bangalore

## SKILLS

Critical thinking

Complaint Resolution

Service standards

Patience & Empathy

Front End supervision

## CERTIFICATES

Behavior Based Interviewing (More than a Gut feeling ) (11/2012 - Present)

## EDUCATION

### Bachelors Degree Oriental School of Hotel management

06/2005 - 03/2008

India

#### Courses

- Bachelors in Hotel management and Catering science.

### Distant Diploma American Hotel & Lodging Educational Institute

10/2005 - 10/2007

India

#### Courses

- International Hospitality Science

## INTERESTS

Photography

## LANGUAGES

English  
Full Professional Proficiency

Hindi  
Native or Bilingual Proficiency

Malayalam  
Native or Bilingual Proficiency

## ADDITIONAL INFORMATION

UAE Light vehicle license