



# Sam Chirackarottu Abraham

## Customer Service Manager - Hospitality Industry

An Executive BSC Graduate from Bharathiyar University, Result driven professional with proven business development and management experience. Accomplished in determining most optimal operational practices, achieving all objectives and ensuring smooth operations.

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## WORK EXPERIENCE

### Customer Service Manager

#### Dubai Airports Hotel Section - 5\*

08/2013 - 05/2020

United Arab Emirates

##### Achievements/Tasks

- Joined the company as a front office shift leader and based on the job performance shown during the initial time of the employment got promoted as a Customer Service manager.
- • Developments, implementations and evaluation of policies and procedures for the operational needs of the department. • Participation in the development of pricing and promotional strategies based on the goals set by the company. • Handling of staff and day to day operations. • Preparations for the current and next day arrivals and departures. • Meeting the VIP and other guest upon the arrival. • Guest complaints handling and resolving ( guest care ). • Managing the budget for operational stock requirements. • On the job Staff training and development. • Preparation of month end reports. • Accounts clarification on the daily ledger reports.

### Front Office Team Leader

#### Park Hyatt Goa Resort and spa - 5\*

08/2009 - 07/2013

India

##### Achievements/Tasks

- Joined the hotel as a guest service associate and got promoted as front office team leader during the course of work based on the job performance shown.
- • Handling of staff and day to day operations. • Preparations for the current and next day arrivals and departures. • Check ins and check outs both groups and individuals. • Bill preparation mice and fit movements. • Leisure and entertainment coordination of in-house guest (leisure concierge) • Designated guest care handling.

## CERTIFICATES

Entrepreneurship Development (06/2007 - 07/2007)

Training provided by the college while perusing the degree program.

## EDUCATION

### Bachelor of science

#### Bharathiyar university / Coimbatore

06/2006 - 04/2009

Tamilnadu, India

Catering Science and Hotel Management

- Front office management

## SKILLS

Team work

Responsibility

Carrier oriented

Decision making

Communication

Leadership

Integrity

Adaptability

Result oriented

Planning

Focus

Budgeting

## HONOR AWARDS

### Certificate of recognition (08/2019)

Dubai International Hotel

- Twice for guest comments on the service provided came in Revinate guest survey.

### Certificate of recognition (12/2016)

Dubai International Hotel

- For the achievement of 100% score in a mystery audit for hotel standards of operation.

### Hystar Platinum (06/2013)

Park Hyatt Goa resort and spa

- Best performance award.

### Hystar Gold (03/2013)

Park Hyatt Goa resort and spa

- Best performance award.

### Hystar Gold (12/2012)

Park Hyatt Goa resort and spa

- Best performance award.

### Hystar Gold (09/2012)

Park Hyatt Goa resort and spa

- Best performance award.

## LANGUAGES

English

Full Professional Proficiency

Malayalam

Native or Bilingual Proficiency

Hindi

Full Professional Proficiency

Tamil

Limited Working Proficiency