**CURRICULUM VITAE**

**Thankamani Jancy**

**Flat No: 210**

**Building No: 1-11**

**Al Khail Gate Phase II**

**Al Quoz, Dubai, UAE.**

**Mob: 0501200671, 91-8281882335, 91-6282850226**

**Email: tansisimon20@gmail.com**

**Skype Id: tansisimon20@gmail.com**

**Career Objective:**

To seek a challenging career in an industry that provides a channel for enhancement of my knowledge & strength to reach the organization goals as well as to have an upward personal career growth.

**Significance of Experience**

Worked as Duty Manager at The Nattika Ayurveda Beach Resort in Thrissur, India from 8th November 2019 to 5th February 2020.

* Greets the VIP guests of the hotel. As directed by the Front office Manager, Performs special services for VIP Guest’s.
* Assists in VIP’s arrival departure in absence of guest relation officers.
* Checks cleanliness of lobby and [public areas](https://setupmyhotel.com/homepage/hotel-management-glossary/public-area.html), lights and as well as front office staff in proper and orderly appearance and behavior.
* Checks on [registration cards](https://setupmyhotel.com/homepage/hotel-management-glossary/registration-card.html) of arriving guests and ensures all information should be filled on each cards either by Guest Relation Officers or the guests.
* Assists in sending guest messages or faxes.
* Gives the instructions to the Night Reception, during the high occupancy periods, regarding: [walk-in](https://setupmyhotel.com/homepage/hotel-management-glossary/walk-in.html) guests and release room blocked because of no- shows
* Assists in handling room lock problems.
* Prepares and checks for VIP’s arrival and [escorts](https://setupmyhotel.com/homepage/hotel-management-glossary/escort.html) guests to rooms.
* Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
* Operates the front office computer system in order to assist front office attendants.
* Checks group department, [fit](https://setupmyhotel.com/homepage/hotel-management-glossary/fit.html) and ensure switchboard makes appropriate wake up calls.
* Handles guest complaints and other related problems and reports on the Assistant Manager’s [log book](https://setupmyhotel.com/homepage/hotel-management-glossary/log-book.html).
* Assists reception, business centre, [cashier](https://setupmyhotel.com/homepage/hotel-management-glossary/billing-clerk.html), during they are busy.
* Answer guests inquires, handles complaints and attend to the needs of the guests.
* Develop and carry out an efficient documentation and filing system for both paper and electronic records.
* Promotes and maintains good public relations.
* Delegate tasks as appropriate to other members of the team.
* Handling front office operation during the absence of Front Office Manager.

* To discuss all matters that needed to follow up with the next shift Reception Manager.
* Approves the working schedule for the front office attendants and submits them to front office manager (HO).
* Conducts and ensures the neat of appearance of front office attendant as well as correct attitude and behavior, discusses problems that encountered on this point with front office manager, assistant front office manager and their shift leaders.
* Assigns and Approves Duty roster for all [Front desk](https://setupmyhotel.com/homepage/hotel-management-glossary/front-office-department.html) staffs.

**Worked as Senior Guest and Patient Relation Officer at Kims Hospital, Kollam, India from 1st August to October 31st, 2018**

* Provide upscale guest service experiences for clients throughout their stay
* Ensure clients are properly greeted upon their arrival
* Monitor daily bookings and ensure assigned rooms are prepared prior to check-in
* Coordinate luggage collection and storage
* Oversee check-in and check-out procedures, including reservations and financial transactions
* Promptly address guests’ requests, like in-room dining
* Actively listen to and resolve complaints
* Ensure special guests, like disabled people, elderly, children and VIPs, receive personalized services
* Coordinate and manage communication between guests and staff and follow up to ensure we resolve customer concerns
* Inform clients of our hotel services, including breakfast and dining options
* Promote all hotel amenities, conveniences and programs offered
* Manage guest relations team (including Receptionists and Concierges) to ensure we comply with all standards and operating procedures
* Appraise team’s performance and produce regular report
* Examine daily duties, assign tasks and check on progress

**Worked as HR Admin Cum Accountant at Pay Commerce Solutions Pvt Ltd, Athulya Building Info park Phase I, Cochin, India from August 21st, 2017 to July 31st, 2018**

* Playing A primary point of contact between the employees and internal/external clients
* Maintain a daily electronic journal, arrange meetings and appointments and provide reminders as needed; maintain a master corporate calendar of all conferences, all-hands events, holidays, and vacations
* Handle requests, and queries quickly and professionally.
* Arrange executive travel, hotel and dining arrangements as needed
* Arranging Meetings and preparing meeting minutes, and send to the higher Manager.
* Monitor office supply levels; reorder when appropriate
* Maintain strong relationships with vendors and keep price data in order to get the best pricing on supplies and services.
* Sending call letters, offer letters and doing new joiner’s formalities, Employee’s background verification,maintaining attendance ,preparing payroll, keeping data base of employees and dealing with their medical insurance .

**Worked as Reservation Manager at Bethsaida Hermitage and Tourism Private Ltd, Trivandrum, Kerala, India from August 2016 to August 19th, 2017.**

* Handling of mail correspondences,
* Allocate daily tasks to Reservations staff .
* Review reservation booked daily.
* Review arrival report daily.
* Responsible for preparation of occupancy forecast.
* Responsible for training staff.
* Responsible for recording Company/[Travel Agent](https://setupmyhotel.com/homepage/hotel-management-glossary/travel-agent.html) Rates both in system and correspondence file.
* Identify Top Producing Accounts ensure proper recognition by Reservation staff.
* Knowledgeable in hotel and guest room facilities/services and ensures [reservations agents](https://setupmyhotel.com/homepage/hotel-management-glossary/reservations-agent.html) are equally knowledgeable.
* Responsible for various Production reports and supply to each department concerned.
* Monitoring Telephone Manner and general performance of reservations staff daily.
* Ensure special handling of repeats guest and very VIP guest.
* Observes and ensures that proper telephone manners are maintained at all times
* Monitors and coordinates [group reservations](https://setupmyhotel.com/homepage/hotel-management-glossary/group-reservations.html) activity with the Sales Department and Revenue Manager
* Follows up [tentative](https://setupmyhotel.com/homepage/hotel-management-glossary/tentative.html) bookings and update [reservation status](https://setupmyhotel.com/homepage/hotel-management-glossary/reservation-status.html)
* Reviews [no-show](https://setupmyhotel.com/homepage/hotel-management-glossary/no-show.html) and cancelled reservations and processes charges according to hotel’s policy
* Review room blocking for [Long Stay](https://setupmyhotel.com/homepage/hotel-management-glossary/long-stay.html). [Suites](https://setupmyhotel.com/homepage/hotel-management-glossary/suite.html) and special group request.
* Supervising of Group Reservations.
* Maintain cordial relations with commercial clients.
* Bring to the attention Front Office Manager when the hotel availability status be changed and prepare for necessary action.
* Responsible for work schedule
* Responsible for maintaining a Neat and Orderly position at all times.
* In general, perform any other duties might requested by Front Office Manager or Room Division Manager.
* Worked as Guest Relation Manager at Bethsaida Hermitage and Tourism Private Ltd, Trivandrum, India from January 2013to July2014 and continued to work on part time basis from August 2014 to July 2016.
* Worked as Front Office Executive at Bethsaida Hermitage and Tourism Private Ltd, Trivandrum, India from January 2010- December 2012
* Worked as CashierCum Accountant at Bethsaida Hermitage and Tourism Private Ltd,Trivandrum, Kerala, India from June 2008to December 2009

**Educational Qualifications:**

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| --- | --- | --- | --- | --- | --- |
| **Examination** | **Discipline/**  **Specialization** | **School/College** | **Board/**  **University** | **Year of**  **passing** | **%** |
| M.COM | Finance | All Saints College,  Trivandrum,India | Kerala University, Trivandrum, India | 2016 | 68 |
| B.COM | Taxation Law and practice | All Saints College,  Trivandrum,India | Kerala University, Trivandrum, India | 2008 | 46 |
| PLUS TWO | Commerce | Rosa MysticaH.S.S Trivandrum,India | Higher  Secondary  Board of  Kerala | 2005 | 63.5 |
| S.S.L.C | S.S.L.C | Rosa Mystica H.S.S Trivandrum,India | State Board | 2003 | 53.5 |

**Certificate Course**

Diploma in Computerized Financial Accounting (Tally & Peach Tree).

**Other Skills**

Office Software: MS Office, Open Office

Hotel Management Software: Hotelogix, Hotsoft, Touch Q .

**Achievements**:

Attended UGC Sponsored National Seminar on International Financial Reporting Standards in the Indian Context

**Academic Project**s

Customer's Preference and Satisfaction in Health Tourism: A Study of selected Ayurveda Resorts in Kovalam.

**Languages Known**

English, Russian, Tamil, Malayalam

**Personal Profile:**

Name : Thankamani Jancy

Father’s Name : Simon

Date of Birth : 10-05-1988

Sex : Female

Marital Status : Married

Nationality : Indian

Passport No : J9909263

Visa Status : Visit Visa

Hobbies : Music, Dancing

Permanent Address : Abhilash Bhavan

Anakottoor Po, Kottarakkara

Kollam

Kerala

India-691505

**References:**

Dr. Shaniaz M/s. Vanadurga

Ayurveda Physician HR Manager

Bethsaida Hermitage and Tourism Pvt Ltd, India Pay Commerce Solutions Pvt Ltd.

Mobile No: 919447114311 Info Park-Kakkanad, India.

Mobile: 918884915599-919765805599

Mr. Junaid Nari

Operation Manager

Pay commerce Solutions Pvt Ltd, Cochin, India.

Mobile: 919840283313-919747550004

Mr.Joseph Kodath Mrs.Vidhya

Director

Nattika Beach Resort,Thrissure,Kerala,India. Operation Manager

Mobile:91 9447049525. Mobile:91 8129774365,

**Declaration:**

I hereby declare that the above-mentioned information is correct upto my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Dubai,

Date: 01.02.2020 Thankamani. J