



Anmol Arif

Front Desk Executive

To advance my career as a member of one of the biggest hotel chains in the world and to get a supervisory or managerial post in the future; to contribute to the local tourism industry.



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054-4554730



Dubai

SKILLS

Attention to details

Proficiency in MS Office

Database management

Stress tolerance

Strong communication and presentation skills

Relationship building

Courteous Customer Service

Invoicing & Payments

IDS Software

Ability to work independently

LANGUAGES

English

Full Professional Proficiency

Urdu/Hindi/Punjabi

Native or Bilingual Proficiency

INTERESTS

Movies

Games

Sports

Traveling

WORK EXPERIENCE

Front Office Executive Palm Beach Hotel

09/2020 - Present

Dubai

Achievements/Tasks

- Greeted guests and responded to guest inquiries, requests, and issues in a timely, personable, and efficient manner to resolve guest concerns.
- Processed guests' check ins and outs, ensuring accurate accounting of room and service costs in IDS software.
- Provided information about hotel, restaurant, nearby attractions, available rooms, rates, and amenities.
- Reviewed items of note to determine what needed to be communicated to staff of subsequent shifts.
- Ensured compliance with hotel company standards and city hospitality policies.
- Managed invoicing and rate negotiation for large clients, business guests, and group tours.
- Answered telephonic and in-person queries related to hotel services and resolved any issues.
- Provided support to reservation team for all reservation related matters.
- Prepare night reports after performing night audits and send to management and accounts department.
- Coordinated with maintenance team to resolve guest queries.

Reservation Officer York International Hotel

06/2018 - 08/2020

Dubai

Achievements/Tasks

- Responsible for guest reservations, monitoring guest emails and email inquiries, including assisting current and future guest local travel arrangements.
- Ability to work under pressure and manage and resolve guest issues or complaints.
- Direct experience with maintaining reservation system, room assignment and processing hotel documents.
- Kept records of occupied rooms and guests' accounts.
- Prepared check out receipts and collected payments from departing guests.
- Encoded and organized pertinent information and data into the computer.
- Recorded the expenditure of the guests and added it to the guests' bill of payment.

EDUCATION

Diploma in Office Management Pak Professional Academy

2013 - 2015

Intermediate Gujarat Secondary Education Board

2010 - 2012