

# ELVIS ELIAS MATHEW

Hospitality Management Trainee with a warm and friendly demeanor. Team player who is acutely attentive to employees' and guests' needs. Track record of being an essential part of reputed global hotel chains such as Hilton and Mandarin Oriental. Instrumental in providing effective solutions that produce immediate impact to enhance guests' experience.



## WORK EXPERIENCE

Aug 2020 - Present

### Management Trainee (Reservations)

Hilton Doha, The Pearl Residence, Doha, Qatar

- Responsible to process all reservations received through phone/ email and reservation system with a high degree of accuracy.
- Attends to 20+ daily reservations including short stay and long-term bookings in a seamless and personalized manner.
- Performs daily and weekly reservations checks and maintains daily walk-on reports.
- Provides timely and accurate reservations information to the internal departments involved in delivering guest experience.
- Responsible for guest billing and payment settlement.
- Actively seeks opportunities to maximize room revenue by upselling.
- Responds to guest enquiries and provides information on availability, offers and corporate discounts.

Jul 2019 - Dec 2019

### Intern – Food and Beverages Department

Mandarin Oriental Landmark, Hong Kong

- Roles included guest relations management.
- Handled operational and Back of House (BoH) activities for Amber, SOMM restaurants.
- Gained knowledge on international menus particularly French menus.

Jul 2017 - Aug 2017

### Intern - Human Resources Department

PVS Builders, Calicut

- Created positive work friendly environment.
- Implemented new approaches in the workplace.
- Learned in depth work procedures inside the department.



## EDUCATION AND QUALIFICATIONS

Sep 2018 - Feb 2020

### Master of Science in International Hospitality Business

Glion Institute of Higher Education, Switzerland, Bulle, Montreux

Jul 2015 - May 2018

### Bachelor of Business Administration

SRM University, India, Chennai



## SKILLS

Microsoft Office: Outlook, Excel ★★★★★

Interpersonal and communication ★★★★★

Hospitality industry systems and processes ★★★★★



## PERSONAL

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## INTERESTS

- Traveling
- Cars and driving
- Sports: Basketball and Table Tennis