



Anees Ahamed

Receptionist

PROFILE

To deliver excellent customer service at all times to the guests. I can fulfill this by greeting guests upon arrival with gusto, observing phone etiquette, ensuring smooth checking in and out of guests and managing room reservations and cancellations properly.

CONTACT

Contact no: - +971 581973214
Email id: -
aneesahmed873@gmail.com

PERSONAL INFORMATION

Nationality: - Indian

Marital Status: - Unmarried

D.O.B: - 27th Jan 1997

Language Knowledge: -
English, Hindi, Urdu & Kannada

Hobbies: -
Traveling & listening music.

EDUCATION

- Bachelor of Business Administration. From UPENDRA PAI MEMORIAL COLLEGE. (2014 – 2017)
(UNIT OF DR TMA PAI FOUNDATION) MANGALORE UNIVERSITY

COMPUTER PROFICIENCY

- MS Office- MS Word-Tally ERP 9.0

WORK EXPERIENCE

Hotel Central Park Manipal

2017-2021

- Greeting guests upon arrival and making them feel welcomed.
- Administering check-ins and check-outs.
- Providing front desk services to guests.
- Assigning rooms and taking care of administrative duties.
- Delivering mail and messages.
- Processing guest payments.
- Coordinating with bell service and staff management.
- Being a source of information to guests on various matters such as transport and restaurant advice.
- Processing meal and beverage requests.
- Accommodating general and unique requests.
- Diffusing conflict or tense situations with guests.

SKILLS & STRENGTH

- Clear speech.
- A polite manner.
- A high standard of personal presentation.
- Communication skills.
- A good telephone manner.
- Customer service skills, patience and tact.