
SARANYA CHANDRAN



Personal Profile:

DOB: 20/04/1988

Sex: Female

Nationality: India

Marital Status: Married

saranya.c8055@gmail.com

MOB: +91-9946 994111

Communication Address:

Kanjirathinkal House

Manjapra Road

Near S.N.D.P

Angamaly , Kochi

CARRER OBJECTIVE

A confident, multi-skilled & capable Front Office Executive seeking an opportunity to work for an organization that will employ my ability to manage customers and schedules to maximize its work and position in the industry.

SUMMARY OF SKILLS

- Possess good organization and time management skills.
- Highly skilled in handling front office activities
- Punctual and ability to perform tasks independently.
- Good coordination and relationship building skills.
- Effective written and verbal communication skills.
- Sound knowledge of Front office monitoring.
- Good telephone etiquettes and presentation skills.
- Self confidence and positive mental attitude,
- Willingness to work and be dedicated.
- Communicating with individuals & group.
- Skilled in major computer application related to work like
- Microsoft word, Excel, PowerPoint, Outlook and the internet.

PROFESSIONAL EXPERIENCE

A Graduate holder with 10 years of experiences as Front Office Executive in Travel & Tourism industry and now looking for a new and challenging position, one which will make best use of my existing skills and expertise.

TILE GALLERY (Tile and Sanitary Industry) – Kochin, Kerala India

Customer Service & Sales 05.AUG. 2020 to Still Continue

Responsibilities :

- 1 . Conducting market research to identify selling possibilities and evaluate customer needs
- 2 . Setting up meetings with potential clients listening to their wishes and concerns
- 3 . Good at presentations
- 4 . Active listening
5. Time management

**THIRUTHANATHIL FOUR STAR HOTEL & TOURIST HOME –Kochi, Kerala,
India**

Front Office Executive-02. JULY, 2015 to 31ST July 2020

Responsibilities:

1. Greets, registers and assigns rooms to guests.
2. Issues room key to guests.
3. Responsible for proper key control and other security measures.
4. Transmits and receives telephone messages and sets up guests wake up calls.
5. Date stamps, sorts and racks incoming mails and messages.
6. Maintains proper records of all administrative tasks on a weekly basis
7. Answers inquiries pertaining to hotel services, registration of guests, shopping, dining, and entertainment and travel directions.
8. Keep records of room availability and guest's accounts.
9. Makes and confirm reservations.
10. Compute bill, collects payments and make change for guests.

Certification Course

1. Galileo- Travel Software
2. Fidelio- Hotel Management Software
3. Hot Suite- Hotel Management Software
4. Ms Office

Linguistic

English, Malayalam,
Tamil & Hindi

Passport Details

No: J5809081

Expiry Date: 30/06/2021

HOTEL GREE PEACE, ANGAMALY, Kochi, Kerala, India

Front Office Assistant 03.DEC,2012 to 10th.MAY, 2015

Responsibilities:

- Greets, registers and assigns rooms to guests.
- Issues room key to guests
- Responsible for proper key control and other security measures.
- Transmits and receives telephone messages and sets up guests wake up calls.
- Date stamps, sorts and racks incoming mails and messages.
- Worked in coordination with other department to ensure that
- Customer get quality service and satisfaction.

Achievements

Short Story Writing in
Malayalam 1st 2 year

Interests: Listening Music &
Travelling

Reference

Mr. Avarachan
Managing Director
Thiruthanathil Hotel
Mob No-(+91)-9846050462

Mr. Philip Thomas
Finance & Administration
Manager
Hotel Hill Palace
Mob No-(+91)-9747946407
tijimon77@gmail.com

Mr. Manu Jose Kurian
HR Manager
Hotel Green Peace
Mob : 9745207446
e-mail:
otelgreenpeace@gmail.com

Mr. Ashraf
Managing Director
Tile Gallery
Ph : -(+91)-9995879774

HOTEL HILL PALACE (Hotel Industry) – Kochi, Kerala, India

Office Executive 22.OCT. 2010 to 23.NOV.,2012

Responsibilities:

1. Greets, registers and assigns rooms to guests.
2. Issues room key to guests.
3. Responsible for proper key control and other security measures.
4. Attends incoming and outgoing calls
5. Transmits and receives telephone messages and sets up guests wake up calls.
6. Posts Charges such as room, food, liquor or telephone to guest folio.
7. Makes restaurant, transportation or entertainment reservations for guests.
8. Checks out guests and inquires about their stay.
9. Provides and ensures high quality assurance relations.

ACADEMIC CHRONICLE

- **2011-ICM Diploma in Aviation, Hospitality & Travel Management** from Frankfinn Institute of Airhostess Training, Ernakulam- India.
- **2009-Certification in Computer Teachers Training Course** from Bharat Sevak Samaj affiliated to National Development Agency passed with **First Class**
- **2007-Higher Secondary** from St. Joseph's College, Angamaly Kerala affiliated to Kerala State Education Board passed with **Second Class**.
- **2005-S.S.L.C** from Holly Family, Angamaly Kerala affiliated to Kerala State Education Board passed with **First Class**.

Declaration:

I hereby declare that all the information given above is correct to the best of my knowledge.

Place :

Yours Faithfully

Saranya Chandran