



ANUSHA MENDON

GUEST RELATION ASSOCIATE

PROFILE

Emerging professional with 4+ years of experience positioned to contribute superb communication, administrative, customer service, and organisational talent to excel as Hotel Front Desk Agent.

CONTACT

+971-581559485 (Phone)
+971-504098100(Whatsapp)
anumendon12@gmail.com

EXPERIENCE

2020

GUEST RELATION ASSOCIATE/RECEPTIONIST

Courtyard By Marriot, Dubai | April 2019 - March 2020

Managed to take and confirm reservations over phone, email, and in person, ensuring no reservation overlaps or hotel over-booking. Had assisted guest to enroll to Marriott Bonvoy program and was also awarded with **Best Employee For The Month Of November 2019**.

2019

GUEST RELATION EXECUTIVE

Bellagio Casino, Colombo | April 2018 - March 2019

Greet and register guests (issuance of membership) new and old players (32,000+), memorizing faces and names to ensure personalized service throughout guest stay. Also was familiar with Bellagio Casino Administration system for checking Actual Drop, Points, Win/Loss and Profile Details of each players.

2017

GUEST RELATION EXECUTIVE

Dream Cruises-Genting Hong Kong LTD | Jul 2016-Dec 2017

Greet and register guests in a 44+ room using a Point of Sale (POS) Terminal and process them to their assigned rooms, used to handle cash payment and balancing Daily Sales Report and also perform all guest check in and check out procedures.

EDUCATION

- MS Office Course at Karnataka Computer Institute, Mangalore
- Aviation Course at Aptech, Mangalore
- PU at Govindasa PU college, Mangalore
- SSLC at Bertrand Russel school, Mangalore

SKILLS

Attention To Detail



Understanding Culture



Time Management



MS Word



Quick Learner



MS Excel



Multi Linguistic



MS Powerpoint

