



ABHIJITH A

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Address: Abhijith Bhavanam Vathikulam, Thekkera p.o, 690107 Mavelikara (India)

DRIVING LICENCE

Driving Licence: A1 21 May 2015 – 21 May 2032

Driving Licence: B 21 May 2015 – 21 May 2032

EDUCATION AND TRAINING

Diploma in Front Office Operation

Food Craft Institute , Kalamassery [3 Jul 2016 – 1 Apr 2017]

Address: 03/07/2016 01/04/2017, (India)

Bachelor of Business Administration

Madurai Kamaraj University, Tamil Nadu

Address: 06/06/2012 10/04/2015, (India)

Grade 12 (Higher Secondary Education)

Pope Pious XI H S school, Kattanam

Address: 05/07/2010 15/03/2012, (India)

Grade 10 (SSLC)

N S S H S , Kurathikad

Address: 01/06/2009 02/03/2010, (India)

WORK EXPERIENCE

Front Office Associate (6 Month Internship)

The Leela Palace [2 Apr 2017 – 2 Aug 2017]

City: Kovalam

Country: India

Responsibilities:

- Functioned as a receptionist wherein initial front office operations with clients are done.
- Responded and attended to different complaints, service issues and other general questions or concerns.
- Responsible for managing guest, clients and candidates.
- Managed multi-line phone system.
- Responsible for greeting and directing guest and staff.
- Strategically plan ahead according to high traffic times of day.
- Manage shift assignments.
- Handle register during high pressure.
- Greet customers and resolve customer inquiries.
- coordinate audits in accordance with internal and external procedures.
- assist with special projects related to process improvements.
- Developed positive relations with customers
- Handled cash and card operations

Front Office Executive

Blu Haze Resort and Spa [10 Sep 2017 – 12 Sep 2018]

City: Munnar

Country: India

Responsibilities:

- Greeted clients and provided them with information and superior service.
- Maintained an updated database of guest check-ins, checkouts, and fees.
- Maintained accurate clients records and provided lead designers with excellent assistance.
- Managed the office database,mail,payroll distribution,and the physical setting of the front office.
- To assist guests regarding hotel facilities in an informative and helpful way.
- Check out of departing guest in accordance with the established standards.
- Create daily log book properly .
- Ensure that all accounting transaction and cash handling procedures are in compliance.
- Plan work schedules.
- Assist in dealing with customer complaints and comments.
- Assist in dealing with problems as they arise and day today trouble shooting .
- Create and produce reports as required .
- Coordinate schedules to achieve the goal .
- Participates in property initiatives .
- Ensure that customer data and management reporting is processed efficiently and accurately while maintaining proper security standards.
- Monitor customer satisfaction processes, and respond to guest concerns, and inquiries.
- Ensured front desk handles billing and cash in accordance with hotels standards.
- Provide ideas and suggestions for new products, services, technology and processes to ensure the organizations competitive position and in anticipation of changing customer needs within the dynamic hospitality and gaming environment.

Front Office Supervisor

Misty Lake Resort [10 Oct 2018 – 17 Apr 2021]

City: Munnar

Country: India

Responsibilities:

- Greeted guests and responded to guest inquiries, requests, and issues in a timely, personable, and efficient manner to resolve guest concerns.
- Ensures the work area is ready for service; assists in supplies according to established procedures.
- Liaised with housekeeping staff to ensure all rooms were clean and ready to accommodate new guest arrivals.
- Provided information about hotel, restaurant, nearby attractions, available rooms, rates and amenities.
- Coordinates and performs guest arrival, departure and cashiering tasks in accordance with resort standards; Provides genuine hospitality and recognition in the work area; adheres to hotel credit policies and procedures.
- Coordinated and updated various department details regarding ticketing, reservations, inquiries and records.
- Reviewed daily listings of reservations to look for and correct booking errors.
- Responded and attended to different complaints, service issues and other general questions or concerns.
- Responsible for answering and attending to incoming and outgoing calls.
- Responsible for transferring calls to the concerned departments.
- Managed front desk operations.
- Inform all front office staff of daily activities, group and VIP arrivals as well as special requests and repeat guests.
- Have maintained an overall low turnover rate within the department through consistent coaching and development of the team.
- Scheduled staff appropriately to business volume to provide maximum quality service at minimum expense.
- Maintained an updated inventory of front office supplies.
- Updated monthly calendar of hotel events and special promotions.
- Passed room service requests to the correct staff members.
- Responsible for greeting and directing guest and staff.

Billing and Cashier

Castle and Cook Caterers Ltd [10 May 2021 – 15 Dec 2021]

City: Ernakulam

Country: India

Responsibilities:

- Responsible for greeting and directing guest and staff.
- Strategically plan ahead according to high traffic times of day
- Manage shift assignments
- Handle register during high pressure
- Greet customers and resolve customer inquiries
- Conduct all transactions involving gift cards, refunds, and store credit
- Answer store phone calls and offer assistance accordingly
- Developed positive relations with customers
- Handled cash and card operations
- Greeted customers upon arrival
- Answered store phone calls
- Responsible for dismantling, organizing, and cleaning register station after close
- Greeted customers at arrival and offered assistance
- Satisfied customer requests
- Handled cash and card operations
- Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person
- Responsible for monitoring and performing monthly areas highlighted under Payroll Verification section of the Internal Audit Checklist Report
- A high rate of accuracy in all aspects of work
- Provides constructive coaching and counseling to associates
- Supports and development, mentoring and training of associates
- Perform any other payroll-related functions directed by the Controller

Cashier and Accountant

LivBlends Hospitality [16 Dec 2021 – Current]

City: Ernakulam

Country: India

Responsibilities:

- Preparing and coordinating daily banking
- Ordering currency
- Issuing change money to all hotel cashiers
- Ensuring that all cash-handling employees have adequate monetary change throughout their work shifts
- Reconciling daily cash submissions from the various departments in the hotel and for consolidating the bank deposits daily
- Monitoring all cash floats
- Counting and checking all funds remitted
- assist with the preparation, analysis and verification of accounting records, financial statements and reports to ensure accuracy. and adherence to reporting and procedural standards.
- maintain the general ledger operations.
- support the month end close process.
- audit, process and pay vendor invoices in an accurate and timely manner.
- reconcile invoices to purchase orders and bill customers.
- Analyzing & preparing the bi-weekly and semi-monthly transmission of payroll.
- Ensuring accuracy and timely processing of all payrolls, prompt and courteous service to the CMI employees and clients.
- Editing and processing the employee time records and entering information from time & expense to GCs.
- Preparing and entering journal entries into Sage MAS90 accounting system.
- Strategically plan ahead according to high traffic times of day.
- Manage shift assignments.
- Handle register during high pressure.
- Greet customers and resolve customer inquiries.
- coordinate audits in accordance with internal and external procedures.
- assist with special projects related to process improvements.
- Developed positive relations with customers
- Handled cash and card operations
- assist with the preparation, analysis and verification of accounting records, financial statements and reports to ensure accuracy and adherence to reporting and procedural standards
- maintain the general ledger operations
- support the month end close process
- audit, process and pay vendor invoices in an accurate and timely manner
- reconcile invoices to purchase orders and bill customers
- resolve AP and AR problems with vendors and customers
- collect, categorize, calculate, verify and enter data to maintain accurate records
- assist with budget development and financial forecasting
- monitor and analyze budget variances
- assist with tax filings.
- record and process employee expense reports and reconcile credit card statements
- coordinate audits in accordance with internal and external procedures
- assist with special projects related to process improvement

LANGUAGE SKILLS

Mother tongue(s): **Malayalam**

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Hindi

LISTENING C2 READING A2 WRITING A1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Tamil

LISTENING C2 READING A2 WRITING A1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

HOBBIES AND INTERESTS

Dancing,Listening Music,Traveling

DIGITAL SKILLS

Microsoft Word / Microsoft Excel / Microsoft Powerpoint / Microsoft Office / Google Drive / Google Docs / Social Media / Zoom / Instagram / Facebook / Outlook / Linkedin / Good listener and coommunicator / Gmail / Team - work oriented / Organizational and Planning skills / Motivated / Creativity / Responsibility / Decision Making. / Flexibility / Critical thinking / Reliability / Strategic planning / WhatsApp / Good time managemnet / Clover POS System and Square / Time Management and Scheduling / Cash Register Transactions / Drawer Balancing / Cashier Audits & Reports / Customer Service Excellence / Complaint Resolution / Familiar with Hot Software Solution / CRS and Lucid Promis Hotel Software / Innfinit Indium Technologies / Central Reservation System (CRS) / Familiar with all online portals and online portals and online Reservation / Familiar with Tally.ERP 9 / Familiar with Ichef

HONOURS AND AWARDS

Best Employee of the year

Blu Haze Resort and spa [10 Mar 2018]

Best Employee of the Month

Misty Lake Resort [10 Jan 2021]

Best Employee of the yar

Misty Lake Resort [10 Mar 2021]

DECLARATION

I hereby declare that the details furnished above are true to the best of my knowledge and belief.Given opportunity i will render my duties sincerely towards the betterment of the organization.

ABHIJITH A

Place :

Date :