



Front Office Receptionist | Guest Relations | Hospitality Specialist

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PROFESSIONAL SUMMARY

Dynamic and personable front office professional with 2+ years of experience in hospitality operations at Club Mahindra Resort, Goa. Proven ability to handle guest concerns, manage front desk duties efficiently, and collaborate with hotel teams to deliver outstanding customer service. Adept in Opera PMS, group bookings, cashiering, and multilingual communication.

CORE COMPETENCIES

- Front Desk Operations & Check-ins/Check-outs
 - Opera PMS & Reservation Systems
 - Guest Relations & Complaint Handling
 - Group Handling & Room Allocations
 - Night Audits & Billing
 - Concierge & Travel Desk Coordination
 - Multilingual Communication
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WORK EXPERIENCE

Front Office Associate / Operator

Club Mahindra Resort – Goa, India

March 2023 – April 2025 (*Update if needed*)

- Managed front desk tasks including check-ins, billing, room key issuance, and guest queries.
- Ensured efficient room allocations and special request management for group arrivals.
- Handled tele-calling, reservation confirmations, and follow-up with guests.

- Maintained records and data accuracy within Opera PMS, adhering to privacy compliance.
- Worked with housekeeping, F&B, and maintenance teams for prompt guest service.
- Trained junior staff on standard operating procedures and front desk processes.
- Executed cashiering and night audit duties for daily reporting.
- Supported concierge tasks such as sightseeing bookings and transport arrangements.

Reference:

Anjali Priya – Room Divisional Manager
+91 9999676829

EDUCATION**Bachelor of Commerce (B.Com) with Aviation**

Mangalore University

Higher Secondary School Certificate (HSSC)

Siddhartha Bandodkar Higher Secondary School, Velguem Bicholim, Goa

ACHIEVEMENTS

 *Sewa Champion 2024–2025* – Recognized for outstanding guest service as top front office team member.

LANGUAGES

- English – Native or Bilingual Proficiency
 - Hindi – Native or Bilingual Proficiency
 - Marathi – Full Professional Proficiency
 - Konkani – Native or Bilingual Proficiency
 - Malayalam – Native or Bilingual Proficiency
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PERSONAL INFORMATION

DOB: 02/02/2001

Passport No: U3648557