

YOUR FULL NAME

FRONT OFFICE EXECUTIVE

 Mumbai, India  youremail@gmail.com  +91 9999999999

PROFESSIONAL SUMMARY

Front Office professional with 5+ years of experience in upscale and luxury hotel operations. Skilled in guest services, Opera PMS, reservations, and achieving RevPAR & guest satisfaction targets. Strong communicator with a service-driven approach.

CORE COMPETENCIES

- Guest Service Excellence
- Front Desk Operations
- Reservations & Check-ins
- Opera PMS
- Upselling & Cross-selling
- RevPAR Optimization
- Guest Complaint Handling
- Cashiering & Reconciliation
- Communication Skills
- Teamwork & Coordination
- Problem Solving
- Time Management

PROFESSIONAL EXPERIENCE

RADISSON BLU PLAZA, DELHI AIRPORT | 261 ROOMS | UPSCALE

Front Office Executive

Mar 2022 – Present

- Handle check-in/check-out, room assignments and guest inquiries efficiently.
- Achieve average occupancy of 78% and ADR targets consistently.
- Upsell rooms and services resulting in monthly incremental revenue.
- Maintain guest satisfaction scores above 90% on GSS.
- Ensure accurate billing, cashiering and end-of-day reconciliation.

HOLIDAY INN EXPRESS, GURUGRAM | 150 ROOMS | MID-SCALE

Front Office Associate

Aug 2019 – Feb 2022

- Assisted in smooth front desk operations and guest service excellence.
- Managed reservations through multiple OTA channels.
- Handled guest complaints and ensured timely resolution.
- Supported in achieving monthly RevPAR and occupancy targets.

THE FERN RESIDENCY, JAIPUR | 85 ROOMS | MID-SCALE

Guest Service Associate

Jun 2017 – Jul 2019

- Welcomed guests and assisted with check-in/check-out.
- Handled calls, emails and guest requests professionally.
- Coordinated with housekeeping and other departments.

EDUCATION

Diploma in Hotel Management & Catering Technology
Institute of Hotel Management, Mumbai
2012

TECHNICAL EXPERTISE

- Opera PMS • Micros POS • MS Office
- IDS Next • Email & Internet

CERTIFICATIONS

Hospitality Service Excellence • First Aid & CPR • Fire Safety Training

Structured by HRorion Hospitality Recruitment

