

Arif Hussain

FRONT OFFICE EXECUTIVE

Professional Summary

A growth-oriented profile in a company where my skill knowledge is effectively used for the success of the organization. Willingness to succeed in today's competitive and challenging hospitality management. To make a personalized service for the children/small guest, and make the guests remember the hotel by the innovative way.

Dedicated and highly organized Front Office Executive with 5+ years of experience in managing front desk operations. Proven expertise in providing exceptional customer service, managing appointments, and coordinating administrative tasks. Skilled in handling high volume calls and emails while maintaining a professional and welcoming demeanor. Adept at multitasking, problem-solving, and working efficiently under pressure. Seeking to utilize my skills and experience to contribute to the success of a dynamic organization.

Employment History

Front Office Executive, Welcomhotel By ITC Hotels, Pine N Peak, Pahalgam/Fortune resort Heevan srinagar

Dec 2023 – Dec 2024

- Manage and supervise the front desk staff to ensure smooth operations and provide excellent customer service.
- Create and implement front office policies and procedures to ensure efficient and effective operations.
- Maintain accurate and up-to-date records, including guest information and financial transactions.
- Handle the needs of guests and act as a hotel ambassador by promoting the hotel, restaurant, and other amenities.
- Maintain inventory of office and guest supplies and equipment and order supplies as needed.
- Handle all customer complaints and inquiries in a courteous and efficient manner.

Front Office Executive, The Hillock, Ahmedabad, Gujarat

Feb 2023 – Nov 2023

- Maintain accurate and up-to-date records, including guest information and financial transactions.
- Handle the needs of guests and act as a hotel ambassador by promoting the hotel, restaurant, and other amenities.
- Maintain inventory of office and guest supplies and equipment and order supplies as needed.
- Handle all customer complaints and inquiries in a courteous and efficient manner.

Worked in project FIFA at hotel Pullman Doha West Bay by Accor group of hotels.

- Handled check in check out night auditing and room allocations.
Developed a work team and managed relationships with guests
- Handle the needs of guests and act as a hotel ambassador by promoting the hotel, restaurant, and other amenities.



Personal Details

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DATE OF BIRTH

01/12/1998

PLACE OF BIRTH

Anantnag J&K, India

NATIONALITY

Indian

Courses

Diploma in Front Office Operations, Institute of Hotel Management Rajbagh

01/2017 - 01/2018

Skills

Office Management

OPERA PMS

Wish Net Version 7.2.0

IDS Next 7.0.10

Communication Skills

Ability to Work Under Pressure

Microsoft Office

Adaptability

Fast Learner

Customer Service

Team leadership

Critical thinking and problem solving

Ability to Multitask

Front Office Supervisor, Welcomhotel Pine N Peak, Pahalgam

Oct 2021 – Oct 2022

- Handled check in check out night auditing and room allocations.
- Handled group allocations and daily briefings.
- Worked at the travel desk and managed hotel cars for pickups and drops.
- Conducted staff performance assessments and facilitated innovation.

Front Office Sr. Associate, The Khyber Himalayan Resort and Spa, Gulmarg

Dec 2018 – Sep 2021

- Handled check in check out night auditing and room allocations.
- Developed a work team and managed relationships with guests.

• Industrial Trainee, Park Plaza, Jodhpur

May 2018 – Oct 2018

- Completed six months of industrial training in all major departments.

• Awards And Achivements

- Got star of the year certificate from The khyber himaliyan resort and spa gulmarg.
- Got star of the month from The khyber himaliyan resort and spa gulmarg.
- Got employee of the year from The khyber himaliyan resort and spa gulmarg.
- Got star of the year certificate fromWelcohotel by ITC hotels pine N Peak Kashmir.

• Education

• 10th Grade, Govt High School Kathsoo

2014

Achieved 75% marks.

• 12th Grade, Govt Higher Secondary School Srigupwara, Srigupwara

2016

Achieved 75% marks.

• BTS Tourism, IGNOU, Open University

2022

Achieved 65% marks.

• MTTM, IGNOU, Open University

2022 - Present

Pursuing

Effective Time Managment

Hobbies

Interacting with nw new people,Traveling

Languages

English

Urdu

Kashmiri

Arabic