



HASEEN. B

CONTACT

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☎ +971565402948

📍 Dubai, UAE.

SKILLS

Excellent customer service skills that ensure client satisfaction with vacation packages and travel itineraries.

80%

Extensive knowledge and education of the top tourist destinations around the world.

80%

Fee negotiation

80%

Proficiency in MS office

80%

Time management & organization skills

80%

Travel planning

80%

Office administration

80%

OBJECTIVE

Friendly and customer-focused Hotel Front Desk Receptionist with one year of experience providing best-in-class services, including guest reception, booking reservation and customer service. Proven capacity to heighten client satisfaction and retention by delivering beyond their expectations for service quality. Brings exceptional communication and interpersonal skills, proficiency of multitasking and the capacity to resolve client complaints satisfactorily.

EXPERIENCE

Front Office Executive and Customer Relationship

October 2022

- April 2023

Grasshoppers Hospitality, Munnar, Kerala, India

- Welcoming and directing the guest in a professional manner.
- Performing smooth check in and check out and handling other clerical tasks.
- Provide customers with travel suggestions and information sources, such as guides, directories, brochures, and maps.
- Schedule or assign the meetings and events.
- Examine passenger documentation to determine destinations and to assign boarding passes
- Prepare customer invoices and accept payments
- Answer telephone inquiries regarding information such as scheduled meetings, hotel amenities, availability of rooms, giving quote for group bookings and best price rates, procedures and policies.
- Coordinated with reservation manager to ensure efficient daily operations.

Consultative selling

80%

New business development

80%

Customer service

80%

Efficiency in technical skills

80%

- Collecting the feedback from customers and receiving the suggestions.
- Providing the informations regarding with the hotel facilities and make them aware about the safety measurements.
- Note the complaints in the log book and take the necessary actions to resolved it.
- Creating the arrival charts of guests on the daily basis to make sure smooth functions.

LANGUAGES

English

Hindi

Malayalam

Tamil

Sales and Reservation agent

May 2023 -

VSaffron Hospitality, Alappuzha, Kerala, India

November

2023

- Taking the hotel bookings and Reservation according to the customer's requirements.
- Keep upto date the bookings information with the travel agencies in case of any changes or modify
- Ensure all information pertaining to reservations are properly taken and entered into the system.
- Deliver exceptional customer service throughout client's journeys.
- Monitor modern changes in the hospitality industry and recommend new products and services to customers.
- Processing payments and refunds with the accordance of booking.
- Build and maintain strong relationships with clients, by ensuring their booking needs and preferences are met with excellence.
- Developed and implemented new business process and procedures to maximise the profits and minimize unnecessary expenses.
- Planned and coordinated any travel arrangements for various individuals, groups and companies ensuring that the clients requirements were always fully met.
- Taking reconfirmation of bookings from the guest side which by sending the quote through mail or any social

media platform.

EDUCATION

Bcom Tourism and Travel Management Kerala University	2022
Higher Secondary Education State syllabus, kerala	2019
Secondary Education State syllabus, kerala	2017

PERSONAL INFORMATION

- Age:22
 - Gender:Male
 - Nationality:Indian
 - Martial status: Unmarried
 - Passport Number:V7464722
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VISA STATUS

Visiting visa

REFERENCE

SHIHAB RAJA,
VSAFFRON HOSPITALITY
CONTACT NO : 9895108519

DECLARATION

I hereby declare that the above furnished information is authentic to the best of my knowledge.
