



# Jesson S Samuel

Front Desk - Supervisor

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Dubai, UAE

To obtain a creative and challenging position in an organization that gives me an opportunity to self-improvement and leadership, while contributing to the growth of the organization with my skills.

## WORK EXPERIENCE

### Front Desk - Supervisor Arcadia Fort Hotel, Kerala.

09/2022 - 04/2024

India

Arcadia Fort Four star hotel in Kerala and is very much popular among the tourists. A smooth check-in/check-out process, flexible policies and friendly management garner great customer satisfaction for this property.

#### Achievements/Tasks

- Supervises the implementation of housekeeping standards and procedures.
- Opens and closes the shift and ensures effective shift hand over. Communicates well to ensure effective shift handovers.
- Room Reservation Executive - Guest Relation, Hotel room managing. Front Office Executive - Managing office work ,reports, HR works. Cashier - Cash transactions ,billing, customer support. Daily closing operations and reports.
- Manages all incoming and outgoing calls. Distributes and collects keys.
- To report, control and follow up on any Engineering issues and planned preventative maintenance programmed.
- Demonstrates co-operation and trust with colleagues, supervisors, teams and across departments.
- Interacts with department and hotel staff in a professional and positive manner to foster good rapport, promotes team spirit and ensures effective two-way communication.
- Builds and maintains positive relationships with all internal customers and guests to anticipate their needs.
- Take action to address these needs to exceed their expectations. Creates a positive hotel image in every interaction with internal and external customers. Adheres to hotel brand standards. Maintains a high level of product and service knowledge to explain and sell services and facilities to guests.
- Assists guests and escorts them to locations within the hotel at their request. Maintains knowledge of special programs and events in the hotel to recognize and respond to guests needs. Maintains current Hotel information to be able to provide information to guests.

### Data Entry Specialist Factum Group of Solutions, Bengaluru

01/2020 - 09/2020

India

#### Achievements/Tasks

- Programme coding - Writing programme ,daily reports. Project management - Collaboration in team project.

## SKILLS

Supervising

Good Leadership

Critical Thinker

Collaborator

Problem Solving

Attention to details.

## PERSONAL DETAILS

Passport No: U5566805

Marital Status - Single

Nationality-Indian

## EDUCATION

BCA

Batchelor in Computer Application.

## LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Malayalam

Native or Bilingual Proficiency

## INTERESTS

Youtube