

Reeta H V

Arameri village and post virajpet

Kodagu 571218

Karnataka

✉ reetaritz2@gmail.com

☎ 919591458336



Enthusiastic and self-motivated Hotelier with 8+ years of experience. Eager to work in a challenging and responsible position where my professional background can be utilized in the progress of the organization and to update myself with the latest technology to enable me to establish myself in the future.

EXPERIENCE

DUTY MANAGER 01/12/2022-

Oshin Hotels Pvt Ltd

- Implemented new procedures and policies to improve operational productivity.
- Mentored and supported junior staff members to apply best practices and follow procedure.
- Created successful work schedules for each team member to maintain deadlines and fully staff shifts
- Applied strong leadership talents and problem-solving skill to maintain team efficiency and organize workflow

- Handled OTA's, Reservations, Channel Manager (Staah)

FRONT OFFICE SUPERVISOR 22/11/2021-30/11/2022

Oshin Hotels Pvt Ltd

- Created, Prepared and delivered reports.
- Created, documented and updated company policies to guide front office personnel in service excellence and industry best practices.
- Supervised and guided new employees and responded quickly to improve understanding of job responsibility.

GUEST RELATION EXECUTIVE. 02/01/2020 - 30/08/2021

Nexstay Indeevara Retreat.

- Answered guest enquiries and provided information regarding hotels services and amenities.
- Maintaining customer feedback
- Assisted guest with Check -in and Check-Out
- Responded to incoming guests, telephone calls and e mail enquiries with efficiency and professionalism.
- Provided guest assistance and recommendations for tourist attractions.

FRONT OFFICE ASSOCIATE 09/04/2018 - 10/12/2019

Sterling Holidays and Resorts

- Greeted visitors and customers upon arrival, offered assistants.
- Handling day to day cashiering
- Assisted guest with Check -in and Check-Out
- Prepared weekly employee work schedule to meet operation's needs.

FRONT OFFICE ASSOCIATE

03/11/2016 - 31/01/2018

Vinca West Downs Heritage Resorts.

- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Answered multi-line phone system and transferred callers to appropriate department or staff member.
- Maintained organized and clean front office area to create professional and welcoming environment for visitors and employees.

ACCOUNTANT

01/04/2014 - 05/12/2015

Club Mahindra Virajpet.

- Vendor payments
- Cashiering
- Coordinated with store to prepare purchase order, GRN's and indent issues

JOB TRAINING

12/09/2013 - 19/03/2014

Club Mahindra Virajpet.

- Received training in all the department for 6 Months

EDUCATION

10th from Jawahar Navodaya Vidyalaya. 2010

12th from Jawahar Navodaya Vidyalaya 2012

SOFTWARES WORKED

- IDS
- SAP
- WISH
- INFINITY

LAUNGAGE

- Kannada
- English
- Malayalam
- Tamil
- Hindi
- Coorgi (Local language in coorg)

DECLARATION

I hereby declare that the information on this is true and correct to the best of my knowledge and belief.

I trust and hope that this resume will be parallel to your requirements assuming you of my steadfast devotion to my duty and look forward to hearing from you at the earliest.

Reeta. H V