



SHAHABAS A.A

SUMMARY

Accomplished associate skilled at collaborating with customers to promptly identify needs and recommend various service to fulfil desires.

Contact



0581551961



Shahabaszio@gmail.com



Kochi, Kerala, India

Languages known

- English
- Hindi
- Tamil
- Malayalam

Education

2018

Bachelor of commerce | Travel and Tourism

Aquinas Institute of Management | Ernakulam, Kerala

2016

Higher Secondary | Commerce

National Institute of Open schooling | Ernakulam, Kerala

2013

S S L C | Malayalam

T.D High School Mattancherry | Ernakulam Kerala

Experience

Front Office Associate

05/2023 – 09/2023

Welcome heritage Azora by Ayatana | Ernakulam, Kerala, India

- Managed check-in & check-out rooms daily
- Deal with customer queries, their needs & complaints etc.
- C-form , Night Auditing , Update payment records & documents

Front Office Assistant

05/2022 – 02/2023

Abad hotels & Resorts | Ernakulam, India

- Verifying guest payment methods during check-in
- Receiving & managing reservations made online
- Providing guests with information about hotel

Front Office Executive

02/2021 – 04/2022

The Senate Hotel | Ernakulam, India

- Manage online & phone reservations
- Greeting guests as they come in & Collecting the Payments
- Providing Banquet hall services
- Providing transport services
- Housekeeping supervising

Personal Informations

Date of birth : 20/06/1998

Age : 25

Address : 5/1446 M.A.S.S Road ,
Mattancherry, kochi –
682002

Marital status : Single

Nationality : Indian

Skills

- Interpersonal communication with upper management, co-workers & customers
- Active listening to the guest and their requirements
- Problem solving and providing solution ideas for the team
- Communication with customers in a positive and understanding manner and making the customer with happy satisfaction

Software's known

- Hotsoft - Advanced hotel management system
- The Hotelier - Managing the property
- IDS next - Fortune next 7.0 Hotel Management Solutions

Passport & Visa

Passport No : Y7593430
Issue date : 21/08/2023
Place of issue : COCHIN, KERALA
Expiry date : 20/08/2033

Visa No : 237619846
Issue date : 26/09/2023
Place of issue : DUBAI
Expiry date : 15/12/2023