# C:\Users\Frontoffice1\Desktop\Photo_page-0001.jpgRESUME

**Mr.SIVAKUMAR.R**

9/16.Telugu Bazaar Street, B.K.Patti Theni – 625531, Tamilnadu, India

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# MOBILE: +919952327246

**OBJECTIVE:**

# To build career in a growing organization, where I can get the opportunities to prove my abilities by accepting challenges.

**SUMMARY:**

A Good Team player of giving out the best result with 9 Years of Experience in both Front office Operation & room reservations, providing quality guest service within the guidelines specified by the hotel management.

# BASIC ACADEMIC CREDENTIALS

* 2010-2013: B.sc psychology Bharathiyar University - Coimbatore
* 2009-2010 (12th Std) State Board Govt Hr.Sec.School, Allinagaram,Theni
* 2007-2008 (10th Std )State Board Muthaiah High School, Allinagaram Theni

# SKILLS:

* MS Office
* Fourth Dimension and IDS
* Typewriting

# STRENGTH:

* Team Facilitator, Leadership quality and hard worker.
* Adaptable and self-motivating person with positive attitude .Willingness to walk an extra mile to achieve success.
* Capable of learning new things quickly.

# DUTIES & RESPONSIBILITIES:

* Greets, registers, and assigns rooms to guests.
* Check-in and out, posting bill updating of correspondence for billing instruction document for billing.
* Responsible for proper key control and other security measures.
* Answers telephone in absence of telephone operator.
* Works toward a 90% walk-in conversion rate goal.
* Answers inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions.
* Keep records of room availability and guests’ accounts. Operates the front office computer system. Makes photocopies if needed.
* Computes bill, collects payment, and makes change for guests.
* Makes and confirms reservations.
* Posts charges such as room, food, liquor, or telephone, to guest folio.
* Checks out guests and inquires about their stay.

# ADMINISTRATIVE SKILLS:

* Good customer service and problem solving skills.
* Good communication and flexibility to handle and work as a team.
* Attention to detail, analyzed data to check for errors and inaccuracies.
* Demonstrated ability to solve problems.
* Expand the customer base and increase its revenue

# EXPERIENCE:

* Worked in Hotel Park Plaza – Coimbatore (From:-03/09/2010 to 18/05/2013) as a (Front Office Assistant).
* Worked in Hotel Prince Gardens – Coimbatore (From May2013to December- 2013) as a (Front Office Assistant)
* Worked in Hotel CAG Pride – Coimbatore As a Senior Front Office Assistant(From 28/12/2013 To 20/11/2014)
* Worked In Hotel Castello Residency – Coimbatore as a Guest Relation Executive (From 22/11/2014 to 18/02/2020)
* Worked as a Accounts Assistant in Export Company in Dubai 1Year.
* Currently Working in Hotel Rathna Residency (Group of Hotels) - Coimbatore As a Senior Front Office Executive (12/10/2022 to Till Now)

# PERSONAL INFORMATION:

Father’s Name : P.Rajangam

Date of Birth : 06.03.1993

Gender : Male

Marital Status : Married

Nationality : Indian

Language Known : English, Tamil, Malayalam, Telugu

Passport Number : W9599128

# DECLARATION:

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

( Sivakumar R )