

**Dear Sir,**

Good day.

I am writing this letter to inquire for the opening of any hospitality development & operations management in Esteem Organization.

Without wishing to sound boastful I feel that I come to you with a hospitality & leisure management background that is unique and distinctive from other applicants. These points coupled with my proven ability to work to the highest standards, have prepared me well for a position at your hostels/resorts.

My core strengths include, but are not limited to the following:

Monitor and oversee all operational & development areas a hotels/resorts.

Provide strong leadership to the operational staff.

Regularly coming up with new and effective ways of generating more business for the hotels/resorts.

For additional information about my capabilities please view my attached resume.

Right now I want to work for a reputable and exciting establishment like yours where there will be a big stage for my talents. Therefore I would welcome the chance of an interview, where we would be able to discuss in greater detail the value and strength I can bring to your already successful company.

I thank you for your time and I look forward to hearing from you.

**Yours sincerely.**



**SK NASIMUDDIN**  
**JAIPURA, KENDRAPARA, ODISHA, INDIA**

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<b>PROFESSIONAL SNAPSHOT</b>
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- \* Almost 6.06 Year experience in Hospitality industry, encompassing Front office Department.
- \* Proven record of developing procedure, service standard and operational policies
- \* Planning & team work based unit to give excellent service to the guest
- \*Excellent writing, communication, inters personal, liaison and problem solving skill with the ability to work in multi cultural environment.

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**CAREER OBJECTIVE**

To be member of you esteemed organization to make use of my communication and Inter person skill to handle challenging assignment in the global competitive. Environment desirous to be associated with a progressive and dynamic origination That has the inter of providing a rewarding career.

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**ACADEMIC QUALIFICATION**

- \*Completed 10<sup>th</sup> class in 2002 affiliated to BSE Odisha
- \*Completed 12<sup>th</sup> class in 2004 affiliated to CHSE Bhubaneswar
- \* Completed Graduation in 2008 from Utkal University Bhubaneswar

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**PROFESSIONAL QUALIFICATION**

- \*Completed Graduate Diploma in Hospitality Management from Xavier- Collage of Hotel Management, Cuttack on 2013.
- \*Complete 1 Year Computer Course PGDCA (Word, Excell, Powerpoint, Tally, DTP etc.)

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**SOFTWARE KNOWLEDGE**

- \* Worked on IDS Next V 6.i
- \* Worked on IDS Enterprises V 4.1
- \* Worked on Nazeel Online Arabic software

## PROFESSIONAL WORK EXPERIENCE ACHIEVEMENT :-

### \* FRONT OFFICE EXECUTIVE :-

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- Responsible for Front Office are run efficiently, providing outstanding Guest Services, assisting all Front Office Staff, maintain Professional environment at all times.
- Created new business, Excellence module for Department with support from Front Office Manager.
- Preparing Duty Roaster for all Front Office Staff.
- Check all Departure Bill properly then hand over to Front Office Manager.
- Assign, Coordinate and Supervise work activities of Front desk associate.
- Check all Departure
- Ensure work is completed to include, Shift closing, Room deposit, refunds & rebates.
- Prepare & conduct Front Desk Staff briefing daily basis and resolve issues.
- Provide Information and direction to Staff for achieving the Monthly target set by Management.
- Handling all major Complain of Guest satisfactory.
- Review and resolve dispute accounts and Housekeeping discrepancy.
- Handling all **Online Portal** like: - Booking.com, Expedia, Agoda, Make My trip, Goibibo, Clear trip etc. Make Offer, make Discount as well, according to the Occupancy, Even Guest was No-show Check regularly basis at system then make it No-show very next day on that website.

### EMPLOYMENT HISTORY

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\* **From 08th July 2019 till .....Working as Front Office Executive a 05 Star Property, ITC welcome Hotel Kences Palm Beach Resort Mahabalipuram, Chennai. 09 Acre of Properties with 94 Rooms** Includinding Beautiful Beach Villa & Sea Suite Room as well.

\* **09<sup>th</sup> Oct 2016 to 27th Mar 2019 on Hotel Crown tower** along with this Group new Pre Opening Branch **Hotel Jubail inn**. Al Jubail, Saudi Arabia. Belongs to **Gulf Contract center**, Group of Hotel. More than 08 Branches at Saudi Arabia. Worked as a Front Office Cum Reservation Executive.

( 64 Rooms 04 star property of Hotel Crown Tower & 65 Rooms of Pre Opening 03 Star Property Hotel Jubail inn)

\* **18<sup>th</sup> Apr 2016 to till 10 Sep 2016 at Hotel Royal Orchid Suits** Whitefield, Bangalore. Belongs to **Royal Orchid Group**. Working as a **Front Office Executive**.

( 88 Rooms, 4 star property with 42 Std, 42 Executive Suits, 04Pent House, apart from 2- Restaurant, 1 Bar,1 Banquet hall, 1 Business Centre, with 24hrs coffee shop) the Hotel does around).

\* **7<sup>th</sup> FEB 2015 to till 16 Apr 2016 Hotel Fortune Park Vallabha Hyderabad, Belong to ITC Group of Hotel working as a Sr. Guest Service Associate.**

( 68 rooms, 4 star property with 9 suite & Jr Suite, 25 club, 25 standard, 09 studio room, apart from 1 restaurant, 1 bar, 2 banquet hall, 1 Business Centre with 24hrs coffee shop) the Hotel does around).

More than 80% occupancy Segment include corporate traveler, international tourists.

\*25<sup>th</sup> feb 2014 to 5<sup>th</sup> feb 2015 **HOTEL FORMULE 1**, Front office Associate  
(162 Rooms of International Chain Properties belong to **Accor Group** of Hotel.

### **INDUSTRIAL TRAINEE**

Complete 6 Month of Industrial Trainee at Hotel **Ramada Caravela Beach Resort Goa** a 5 star Deluxe Hotel with 199 Rooms of Property.

### **FRONT OFFICE OPERATION**

- \*Managing front office operation to maintain strong relation with guest and with other department for smooth operation.
- \*managing operation of reception, telephones operation, Business center
- \*Doing cash transaction in the hotel & guiding cashiers in recording transaction in booking
- \*Doing express check in and check out, I get appreciate by the guest for express check in and check out as well.

### **GUEST RELATIONSHIP MANAGEMENT**

- \*Ensuring high quality service, resulting in customer delight by extensive interaction with guest and quick resolution of problems.
- \*Making arrangements for VIP or VVIP guest on arrival and escorting them to the rooms.
- \*Co-ordinate with Travel desk for arranging the Airport Pick & drop facilities as well.
- \*Secure payment from guests, collecting feedback & making comfortable during their stay.

### **RESERVATION DEPARTMENT**

I have well knowledge Over Reservation Department. I am responsible to handle Room Reservation, like Handling Call and Reserve room, Sending & receiving E-mail etc.

- \*I make allocation which we define that how many rooms are today or tomorrow and which company booking also every information have including arrival & departure.
- \*Check the Mail regularly even co-ordinate with Company as well, through which we have contract with Hotel, also get corresponds from Mail then make Blocking room accordingly, corresponds is much important, so that we find out all information about related booking through that correspondent, which booking is on direct payment and which will be Pay by Company, it will be define, apart from we will get some additional information like Airport Pick up & drop as well through this correspondence.

### **STRENGTH**

- \* Helping nature
- \* Smart worker Cum Hard Worker.

### **HOBBIES**

- \* Traveling & very Cooperativeness.
- \* Making friend on Social Media (facebook & Twitter)

### **PERSONAL DETAILS**

* Father's Name	:	Sk Anis Uddin (Retd Head Master)
* Height	:	5'08"FT
* Religion	:	Muslim
* Marital Status	:	Marriage
* Language Known	:	English, Arabic, Hindi, Urdu & Oriya
* Nationality	:	Indian

I undersigned assure that, I will give my best performance in your esteemed Organization and all my above information are true and the best of my knowledge.

Date:-

Place: -

**Signature**