

VINEETH G

PROFESSIONAL SUMMARY

Friendly Hotel Receptionist with 12 years of experience working in hotels. Providing professional and attentive service combined with a flair for proactive problem-solving, exceeding customer expectations. Able to complete multiple tasks with exceptional time-management abilities.

EXPERIENCE

Front Office Supervisor, 02/2020 - 12/2023

NSK Anamthara Resort Pvt Ltd - 4 Star (21 Rooms) -
Trivandrum, Kerala, India

Front Office Trainee Supervisor, 03/2018 - 01/2020

Palmgrove Lake Resort- 4 Star (22 Rooms) - Alappuzha, Kerala,
India

Senior Customer Service Associate, 04/2017 - 12/2017

Hindustan Beach Retreat - 4 Star (48 Rooms) - Trivandrum,
Kerala, India

Cashier, 02/2015 - 03/2017

Autocare Trading Est - Al Ain, UAE

Senior Front Office Assistant , 03/2013 - 02/2015

Madathil Regency - 4 Star (56 Rooms) - Kollam, Kerala, India

Front Office Assistant, 08/2011 - 11/2012

Highland Resorts and Hotels - 4 Star (26 Rooms) - Kollam,
Kerala, India

Front Office Assistant, 11/2010 - 08/2011

The Landmark- 4 Star (38 Rooms) - Alappuzha, Kerala, India

Front Office Assistant, 12/2009 - 10/2010

Aadithyaa Resorts Lakeside- 4 Star (62 Rooms) - Kollam,
Kerala, India

EDUCATION & QUALIFICATIONS

Diploma of Higher Education, Aviation, Hospitality and Travel
Management, 2009

Frankfinn Institute of Airhostess Training - Trivandrum, KL

Higher Secondary Education , 2008

Board of Higher Secondary Examination - Kerala



CONTACT

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SKILLS

- Guest relations
- Hospitality management
- Reception management
- Guest services management
- Front desk management
- Guest satisfaction
- Check-In Procedures
- Customer Complaint Handling
- Night Auditing
- Guest Complaint Management

LANGUAGES

Malayalam: First Language

English:	C1	Hindi:	B1
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Advanced		Intermediate	

COMPUTER SKILLS

- MS Office
 - Hotsoft
 - Fortune Next IDS 6.5
 - Tally ERP 9
 - DJUBO
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CERTIFICATIONS

- Swimming- Certification from Sports Authority of India - 2008
 - In Flight Familiarization - Jet Airways - 2009
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PASSPORT DETAILS

- Passport Number : U 4841662
 - Date of Issue : 20-07-2020
 - Date of Expiry : 19-07-2030
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VISA STATUS

Date & Place of Issue : 03-01-2024 | Dubai
Expiry Date : 02-03-2024

DECLARATION

I Hereby declare that the information furhnished above is true to the best of my knowledge.