

Vikas Nihalani

Front Office Associate

I am an experienced hospitality professional with excellent customer service skills. Furthermore, I am a professional with Can-do attitude and highly organized, efficient, passionate, personable and customer centric individual with ability to multitask in fast-paced environment along with polished communication skills, seeking opportunity for showcasing my skills.

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Mumbai, India

EDUCATION

Course- B.Sc Hospitality Studies, 2020-2023

Dr. D. Y. Patil University, School of Hospitality and Tourism Studies, Navi Mumbai.

WORK EXPERIENCE

Front Desk Associate

Indie Stays- The Home For Modern Nomad, Mumbai.

06/2024 - 01/2025

Achievements/Tasks

- Performing front desk duties like check-ins, check-outs and collecting the payment through multiple source/mode of payment like EDC Machine, AIRPAY, QR Scanner and posting of all the bills/ folios while following SOP's and along with that upgrading the knowledge of OTA platforms.
- Providing information of hotel, rooms category, amenities to the guest and event attendees.
- Upgraded my knowledge of new hotel PMS HotelKey and a POS Retail Key.
- Making new reservation and using upselling and down selling techniques to generate revenue for the company.
- Understood the backend tasks like generating GST Invoice, Storing and maintaining Guest Data like Guest data sheet (Monthly) and In-house guest data daily feedback call sheet (Daily), Registration cards, C-Forms, store inventory and various clerical tasks like printing invoices and storage of guest ID's, Filling the guest register.
- Collection of feedback and reviews from guest.

Front Desk Associate

Meluha by The Fern Ecotel Hotel, Powai.

12/2023 - 03/2024

Achievements/Tasks

- Handled an inventory of 140 keys, while following SOPs and upskilling of new PMS InnKey.
- Performed all reception duties like check-ins, check-outs, handling various modes of payments, guest queries and complaints providing suitable quick solutions.
- Performed daily tasks such as maintaining of daily log entries, cash book entry, shift handovers, and various other tasks as assigned by manager.
- Upsell additional facilities and services, when appropriate.

PROFESSIONAL SKILLS

Front Office Operations

Interpersonal Communication

High Level Of Accuracy

Hotel PMS

Cash Handling

Refunds

Feedback Management

Teamwork

Administrative Assistance

EXTRA CURRICULAR ACTIVITIES

Attended a Tea Workshop in University.

Attended a Cruise Ship Webinar conducted by University.

Attended training session during industrial training on Food & Beverage Services, Front Office, Housekeeping.

LANGUAGES

English

Professional Working Proficiency

Mother Tongue- Sindhi

Native or Bilingual Proficiency

Marathi

Professional Working Proficiency

Hindi

Native or Bilingual Proficiency

INTERESTS

Playing Sports

Listening to music

Collecting Currencies