

# SAJIN JOY

## Senior Front Office Coordinator-Scuba Instructor

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### PROFILE SUMMERY

Dynamic and dedicated Front Office Senior Coordinator with over five years of expertise in hotel front office operations. Renowned for exceptional guest service skills, a thorough understanding of front office procedures, and a keen eye for detail in managing daily activities. With extensive knowledge in marine tourism, an expert scuba diver, and certified in rescue diving, adept at seamlessly integrating safety and adventure in guest experiences. Energetic and well-versed in optimizing guest satisfaction through personalized service and efficient operations. Known for excellent communication, problem-solving, and the ability to enhance guest relations while fostering a warm and welcoming atmosphere.

### Academic Qualifications & Trainings

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- BBA- PMSA -Science and Arts College India- completing-2024 Dec
- Pre-University-Board Higher Secondary Education Kerala 2012

### Experience

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#### Highland Hotelsl Kerala, Trivandrum

09/2023 –09/ 2024

Senior Front Office Supervisor

- **Guest Services Management**

Oversee daily front desk operations to ensure exceptional guest service, including managing check-in/check-out processes, handling guest inquiries, and resolving issues promptly to maintain high satisfaction levels.

- **Team Leadership and Training**

Supervise and train front desk staff, setting performance standards and providing ongoing coaching to enhance team productivity and professionalism, ensuring that all team members adhere to hotel policies and standards.

- **Reservation and Booking Oversight**

Manage room reservations, cancellations, and adjustments to optimize occupancy levels, collaborating closely with the reservations team to balance guest needs with hotel capacity and availability.

- **Billing and Financial Transactions**

Ensure accuracy in billing processes, including handling payments, posting charges, and managing cashier duties. Resolve billing inquiries and discrepancies swiftly to uphold transparency and guest trust.

- **Guest Complaint Resolution**

Address and resolve guest complaints and feedback efficiently and professionally, ensuring guest satisfaction and taking proactive measures to prevent future issues.

- **Coordination with Other Departments**

Collaborate with housekeeping, maintenance, and other hotel departments to ensure seamless operations, timely room preparation, and prompt response to guest requests or special needs.

- **Shift Scheduling and Attendance Management**

Prepare and manage front desk staff schedules, balancing team availability and peak occupancy needs. Monitor attendance and adjust shifts as needed to maintain efficient staffing levels.

## Sunview Beach Resort & Spa by Citrinel

### Kerala, Varkala

11 /2020-03/2022

#### Hose Keeping In Charge

- **Daily Operations Management**

Oversee and coordinate the daily activities of housekeeping staff, ensuring that all rooms, public areas, and back-of-house spaces meet hotel cleanliness and presentation standards.

- **Staff Training and Supervision**

Train, supervise, and evaluate housekeeping staff, providing guidance on cleaning procedures, safety standards, and customer service skills to maintain quality and efficiency.

- **Quality Assurance and Inspections**

Conduct regular inspections of guest rooms and public areas to ensure high cleanliness and presentation standards, addressing any discrepancies or maintenance issues promptly.

- **Inventory and Supplies Management**

Monitor and manage housekeeping supplies, including linens, cleaning products, and guest amenities. Maintain accurate inventory levels and place orders as needed to avoid shortages.

- **Guest Request and Complaint Handling**

Address and fulfill special guest requests, handle complaints, and resolve issues related to room cleanliness, ensuring guest satisfaction and responding promptly to concerns.

- **Collaboration with Other Departments**

Work closely with front desk, maintenance, and laundry departments to coordinate room availability, report maintenance issues, and ensure smooth, efficient operations for guest turnover.

- **Health and Safety Compliance**

Enforce health, safety, and hygiene protocols within the housekeeping team, ensuring compliance with hotel policies and regulatory standards to maintain a safe environment for guests and staff.

## Oachira Tradersl Kerala, India

### Kerala

05/2015-05/2016

#### Billing Coordinator

- **Process Invoices:** Prepare and issue accurate invoices for services rendered or products sold, ensuring timely billing.
- **Manage Accounts:** Monitor customer accounts, track due payments, and ensure accounts are up-to-date.
- **Resolve Discrepancies:** Investigate and resolve billing discrepancies, working with relevant departments to reconcile issues.
- **Customer Communication:** Respond to customer billing inquiries, providing clear explanations and support.
- **Maintain Records:** Update billing records and documentation, ensuring compliance with company policies and regulatory requirements.
- **Generate Reports:** Prepare and analyze billing and accounts receivable reports to support financial planning.
- **Assist in Audits:** Support internal and external audits by providing required billing and account information as needed.

## Skills

- **Customer Service Excellence:** Ensuring guest satisfaction through friendly, professional, and attentive service is crucial. This includes handling guest complaints, resolving issues swiftly, and providing a welcoming experience.
- **Communication Skills:** Strong verbal and written communication is vital for coordinating with team members, other departments, and guests. This skill ensures clear instructions, smooth operations, and effective conflict resolution.
- **Problem-Solving Abilities:** Front office managers often face unexpected issues, from booking conflicts to guest concerns. Quick, effective problem-solving skills are essential for maintaining a positive guest experience.
- **Attention to Detail:** Accuracy in booking details, billing, and guest preferences ensures smooth operations and a high standard of service.
- **Time Management and Organizational Skills:** Managing reservations, coordinating staff schedules, and handling guest arrivals and departures requires excellent time management and organization.
- **Leadership and Team Management:** As they oversee the front office team, managers need to motivate, train, and manage employees effectively. This includes fostering a positive work environment and promoting teamwork.
- **Technical Proficiency:** Familiarity with property management systems (PMS), booking platforms, and other hotel software is essential for managing reservations, check-ins, billing, and guest information accurately.

## Strengths

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- **Exceptional Communication Skills**

Ability to communicate effectively with guests, staff, and other departments to ensure smooth operations, address guest needs, and resolve any issues promptly and professionally.

- **Strong Problem-Solving Abilities**

Quick and effective in handling guest complaints, unexpected situations, and operational challenges, maintaining a calm demeanor to ensure guest satisfaction.

- **Attention to Detail**

Highly attentive to detail, from guest check-in processes to billing accuracy and room assignments, ensuring that every aspect of the guest experience is smooth and accurate.

- **Leadership and Team Motivation**

Skilled at leading and inspiring front desk staff to perform at their best, providing guidance and support that fosters a positive and productive work environment.

- **Customer Service Excellence**

Dedicated to delivering outstanding service and creating memorable guest experiences by anticipating needs, personalizing interactions, and going above and beyond to ensure satisfaction.

## Additional Qualifications

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- **Certified Open water scuba diver-NAUI**
- **Aviation and Hospitality Management -Kites Training Academy, Kerala 2019**