



PRAVEEN KUMAR K

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OBJECTIVE

A Dedicated Hotel Front Desk Agent offering more than 2 years in the hospitality industry as well as in-depth knowledge of hotel desk operations and house keeping department. Consistently delivers first-rate service and fosters positive relationships with guests to promote customer satisfaction and loyalty; A technical and highly accurate, efficient in data entry and importance of house keeping department functions in a standard hotels general operations.

EXPERIENCE

- **KPM GROUP OF HOTELS**
2015 - 2017
FRONT OFFICE EXECUTIVE
Joined as a front office assistant- after one year promoted as front office executive!
- **KPM GROUP OF HOTELS**
2017 - 2018
HOUSE KEEPING SUPERVISOR
Promoted as house keeping supervisor!

EDUCATION

- **SREE VIVEKANANDA HSS PALEMAD- MALAPURAM-KERALA**
2008
SSLC-SECONDARY SCHOOL LEAVING CERTIFICATE
B+
- **PMG HSS PALAKKAD- KERALA**
2011
HSE-HIGHER SECONDARY EXAMINATION
B+
- **CALICUT UNIVERSITY- VICTORIA COLLEGE PALAKKAD-KERALA**
2015
BA- BACHELOR'S ARTS
C+
- **JNTE-CHENNAIS AMIRTA INSTITUTE OF HOTEL MANAGEMENT**
DIPLOMA IN FOOD PRODUCTION

SKILLS

- Excellent customer service skills • Strong interpersonal skills to deal effectively with all business contacts • Professional appearance and demeanor • Able to work varied shifts, including weekends and holidays
- Language: Able to communicate in English, in both written and oral forms • Profound ability to process cash transactions accurately • Maintain an inventory of vacancies reservations and room assignments • Register arriving guests and assign rooms
- Answer inquiries regarding hotel services and registration by letter by telephone and in person provide information about services available in the community and respond to guest complaints • Compile and check daily record sheets guest accounts receipts and vouchers using computerized systems • Confirmed reservation in system and reviewed all noted information
- Promoted positive guest relations to all individuals approaching the Front Desk • Liaised with vendors to resolve issues with Internet phone and in-room movies • Coordinated sale and planning for wedding parties and events
- Maximized revenues partnering with regional manager to forecast rates based on market trends • Initiated courtesy call after check-in to ensure guest is satisfied with accommodations • Oversaw guest registration reservations and other clerical duties with a focus in quality and courtesy • Solid experience in accounting functions such as account Payable/Receivable and auditing Improved property management functionality by submitting key change requests • Provided gracious and efficient telephone service

LANGUAGE

- READ AND WRITE- ENGLISH, HINDI, MALAYALAM SPEAK- MALAYALAM, ENGLISH, HINDI, TAMIL

INTERESTS

- Watching movies
- Social media surfing
- Traveling
- Listening music
- Football

ACTIVITIES

- Farming activities
- Participate social works



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