

Faiz Alam

Front Office Executive



3 Years



(+91) 9648821770



faizq3160@gmail.com



Profile Summary

Experienced professional with a strong background in hospitality and hotel management, skilled in cashier duties, guest relations, problem solving, billing, auditing, and overseeing check-in and check-out processes. Proven ability to efficiently manage all operational aspects. Demonstrated expertise in delivering exceptional customer service while maximizing revenue and minimizing costs. Committed to ensuring the highest standards of guest satisfaction and operational efficiency.



Education

B.Sc, 2022

IHM AGRA

12th, 2019

National Open School, English

10th, 2016

Uttar Pradesh,
English



Work Experience

Jun 2024 - Present

Front Office Executive

Moustache Escapes Luxuria Ranthambore

Duties & Responsibilities.

: Handling front office operations, taking care of the guest handling, guest relations, cashiering, mails, activities, reservations, supervision and taking care of the staff management.

Sep 2022 - Mar 2024

Guest Service Associate in Front Office department

Taj Corbett Resort And Spa Uttarakhand

Mar 2022 - Aug 2022

On Job Trainee

Taj Corbett Resort And Spa Uttarakhand



Key skills

- Front Office Operations
- Guest Service
- Reservation
- Guest Relations
- Phone Etiquette
- Night Auditing
- Cashier Activities
- Leadership Skills
- Mail Management



Personal Information

City **Kanpur Uttar Pradesh**

Country **INDIA**



Hobbies

- Shayri



Languages

- English
- Hindi
- Urdu

Jan 2021 - Apr 2021

Industrial Trainee

Taj Hotel And Convention Centre Agra