

Kavitha R

Front Office Executive



6 Years 7 Months



(+91) 8147399471



kavitha.lsbfgmail.com



Profile Summary

Skilled School Front Office & Parent Relationship Manager

with 2 years of experience in fostering positive parentschool interactions. Adept at managing front office

operations, resolving concerns, and enhancing parent

engagement. Committed to creating a welcoming and

efficient environment that supports the school community.



Education

Diploma, 2018

Institute of Hotel Management, Chennai



Work Experience

Mar 2017 - Mar 2018

Front Office Executive

Holiday Inn, Chennai OMR IT Expressway

- Ensured exceptional guest experiences: Delivered personalized services to VIPs and regular guests, addressing their needs promptly and efficiently.
- Handled guest inquiries and concerns: Acted as the primary point of contact for guests, resolving issues and complaints to maintain high levels of satisfaction.
- Managed guest arrivals and departures: Coordinated check-ins and check-outs, ensuring a seamless and welcoming experience for guests.
- Enhanced guest loyalty: Fostered strong relationships with repeat guests, contributing to increased customer retention and positive reviews.
- Collaborated with hotel departments: Worked closely with housekeeping, food & beverage, and concierge teams to exceed guest expectations.



Key skills

- Team Handling
- Target Achievement
- Store Manager
- Inventory Management



Personal Information

City Bengaluru

Country INDIA



Hobbies

- Dancing
- Yoga



Languages

- English
- TELUGU
- kannada
- TAMIL
- Hindi

- Oversaw special requests: Arranged amenities, reservations, and special occasions, tailoring services to meet the specific needs of each guest.
- Monitored guest feedback: Collected and analyzed guest feedback to identify areas for improvement and implemented strategies to enhance service quality.
- Maintained guest records: Updated and managed guest profiles and preferences in the hotels CRM system, ensuring personalized service

Apr 2018 - Apr 2019

Shift Manager

Domino's pizza, Bangalore

- Operational Leadership: Managed day-to-day operations during shifts, ensuring high standards of service, food quality, and cleanliness.
- Team Supervision: Supervised a team of 20 employees, including training, scheduling, and providing ongoing support to maximize productivity and maintain a positive work environment.
- Customer Service Excellence: Addressed customer inquiries, complaints, and special requests, ensuring a high level of customer satisfaction and repeat business.
- Inventory and Stock Management: Monitored inventory levels, placed orders, and ensured proper stock rotation to minimize waste and meet demand efficiently.
- Financial Accountability: Handled cash register operations, conducted end-of-shift financial reconciliations, and deposited daily sales in accordance with company policies.
- Health and Safety Compliance: Ensured all food safety standards, health regulations, and company policies were strictly followed during shifts.
- Problem-Solving: Quickly and effectively resolved any operational issues, including staffing challenges, equipment malfunctions, and customer service problems.
- Sales and Promotions: Assisted in implementing marketing promotions and upselling to customers, contributing to the overall sales goals of the store.

Key Achievements:

- Successfully reduced operational Food costs by 38% to 32% in an average through efficient inventory management

and waste reduction.

- Led a high-performing team that consistently met or exceeded sales targets 9% profit during assigned shifts throughout the month.
- Recognized for outstanding customer service, resulting in an increase in repeat customers and positive customer feedback

Apr 2019 - Jun 2021

Senior Assistant Manager

Chaayos, Bangalore

- **Operational Management:** Oversee daily operations of the outlet, ensuring smooth and efficient functioning, including inventory management, staff scheduling, and compliance with health and safety standards.
- **Team Leadership:** Lead and mentor a team of 20 employees, fostering a collaborative and customer focused environment, and providing ongoing training and support.
- **Customer Experience:** Ensure high levels of customer satisfaction by maintaining service quality, addressing customer feedback, and implementing service improvement initiatives.
- **Sales and Revenue Growth:** Drive sales through effective promotional strategies, upselling techniques, and monitoring key performance indicators (KPIs) to achieve targets.
- **Financial Management:** Assist in budgeting, cost control, and financial reporting, ensuring profitability through effective resource management and expense control.
- **Brand Representation:** Uphold Chaayos' brand standards and values, ensuring consistency in product quality and customer service.

Key Achievements:

- Increased outlet sales by 7% through strategic marketing initiatives and exceptional customer service.
- Reduced operational Food costs by 32% to 28% by streamlining inventory management and optimizing staff scheduling.
- Successfully managed [number] customer interactions per day, maintaining a high customer satisfaction rating

Feb 2022 - Feb 2023

Store Manager for Logistics Feb-2022-2023

ORCHIDS THE INTERNATIONAL SCHOOL

- Managed logistics and inventory for the school store,

ensuring timely and accurate stock replenishment.

- Oversaw day-to-day operations, including staff management, customer service, and financial reporting.
- Improved operational efficiency by implementing new inventory tracking systems and optimizing storage solutions.
- Developed strong vendor relationships, leading to cost savings and improved product availability.
- Received recognition for exceptional performance, leading to promotion to Front Office Parent Relationship Manager.

Feb 2023 - Jul 2025

Front office (Parent Relationship Manager)

ORCHIDS THE INTERNATIONAL SCHOOL

- Successfully promoted to oversee and enhance parent relations after demonstrating exceptional organizational and managerial skills in previous roles.
- Manage all front office operations, ensuring a welcoming and efficient environment for parents, students, and visitors.
- Act as the primary point of contact for parent inquiries, addressing concerns and facilitating effective communication between parents and the school administration.
- Develop and implement strategies to improve parent engagement and satisfaction, leading to a measurable increase in positive feedback.
- Collaborate with teachers, staff, and the administration to coordinate events, meetings, and communications that foster a strong school community.
- Streamline administrative processes, improving efficiency and service delivery in the front office.



Certification

- London school of business & finance
- diploma
- diploma in hotel management