

V Mahesh

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Profile

Career Objective

A dedicated and service-driven Hotel Management graduate seeking a position in Front Office Management. Passionate about delivering exceptional guest experiences through professional communication, efficient operations, and personalized service. Committed to contributing to a hotel's reputation for excellence by ensuring smooth front desk functions, guest satisfaction, and team coordination.

Greeted customers while performing check-in/check-out procedures for arriving guests utilizing manual and computerized methods ensuring guest satisfaction is an all-time high. Accurately calculated posts monies, receipts, and guest accounts using proper cash handling methods and established company procedures.

Answered all inbound calls and reserved accommodation by effectively communicating hotel rates and information.

Grew revenue by increasing occupancy by leveraging upselling techniques.

Handled cash transactions at the front desk ensuring compliance with hotel policies and state and federal regulations

Education

Exicutive diploma in Hotel Management

Chennai Amrita international institute of hotel management and science
Bangalore,Karnataka.

2019-2021

- * Specialized in Front Office Operations & Guest Relations
- * Completed industrial training at Holidayin express banglore
- * Welcomed and assisted guests with check-in/out and inquiries
- * Handled guest concerns with professionalism and poise
- * Recognized for consistently positive feedback and teamwork

Internship Experiences

Hotel Operations Intern

Holidayin express, banglore for 6 months

- * Trained in front office, food & beverage, and housekeeping
- * Gained hands-on customer service experience in a 4/5-star property
- * Worked with a multicultural team and adapted quickly to gue
st needs

Key Skills

- * Customer Service Excellence
- * Hospitality & Guest Relations
- * Conflict Resolution

Details

Nationality Indian

Date / Place of birth 21/06/2003
Bangalore

- * Communication & Interpersonal Skills
- * Team Collaboration
- * Time Management
- * Multicultural Sensitivity

Certifications & Training

- * Basic First Aid and Safety Training
- * English Language Proficiency – Fluent in written and spoke

Languages

- * English – Fluent
- * Hindi – Fluent
- * Kannada -Fluent
- * Tamil -native
- * Telugu - Fluent
- * Malayalam -Fluent
- * Arabic

Hobbies & Interests

- * Travel and learning new cultures
- * Public speaking and communication
- * Health and fitness
- * Event planning and guest engagement