

ALEN CHIRATHALATTU CIJI

PASSIONATE HOTELIER

About Me

Dedicated and detail-oriented Front Desk Agent. Started my career at 2018. I possess very strong communication skills. In my current job role, I am considered as an expert presenter, negotiator and businessperson. Adaptability and creativity, working with enthusiasm and positive outlook for the job further add to my character traits. I am passionate about learning new things: let it be skills to better my career or just information that let me communicate with others socially. I like to keep myself updated about latest events happening worldwide. Further to it I am a great sports enthusiast. I like travelling,driving,gaming etc

My Contact

alenchirathalattu@gmail.com

+97450898438,+919497084253

CHIRATHALATTU (H),KOTTAYAM

https://www.linkedin.com/in/alen-ciji-5b58b8110

Hard Skill

Knowledge and experience in

- Micros Opera PMS
- Hotelogix PMS
- MS Office
- as well as various hotel applications like Autosultan, Shawman POS etc

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking
- Teamplayer

Education Background

- Institute of Hotel Management Kovalam
  BSc in Hospitality and Hotel Administration
  Completed in 2018
- Don Bosco Higher Secondary School
  Class 12 in State Curriculum
  Completed in 2015

Achievements

- Up Selling Champion
- Guest recognition for impeccable service by meeting up to the organizational standards multiple times.
- Appreciations from the management for exemplary service many times.

Professional Experience

Residences Managed by Accor
| Duty Manager
2022 October – Present

Key responsibilities:

- Responsible for handover,decommissioning and room allocation
- Provides the Front Office Manager and Site Operation Manager with a summary of activities and operations during the shift by preparing a daily written logbook.
- Ensuring guests' satisfaction by resolving and taking appropriate actions on all guests' complaints.
- Maintains property's level of cleanliness and sanitation (hygiene) in accordance with company standards by conducting inspections and taking appropriate action.
- Understand and abide by all safety rules, emergency procedures, and fire prevention regulations.
- Ensures procedures for safety and security of guest belongings (, lockers, left luggage etc.) are efficiently followed.

| Receptionist
2022 June – 2022 September

Key responsibilities:

- Greet, check-in, respond to requests and settle accounts while providing exceptional service.
- Completes all tasks linked to the guest's arrival and departure in compliance with internal procedures.
- Ensures that all the documents, products and provisions needed for the department and/or guests are available and up-to-date

Crowne Plaza Kochi| GSA Front Office
2021 August – 2022 May

Key responsibilities:

- Worked in the capacity of Receptionist and Telephone Operator
- Cash Handling, Check-in, Check-outs, Currency Exchange, Complaints handling.

Taj Resort and Spa Kumarakom | Team Member Front Office
2019 September – 2020 September

Key responsibilities:

- Performing Night Audit and Preparing the reports
- Blocking Rooms, Check-in, Check-outs, Cash Handling, Guest handling,Telephone handling, creating and updating reservation
- Also had the opportunity to train the interns regarding the duties and also to facilitate a friendly environment for them.

Courtyard By Marriott | GSA Front Office
2018 August – 2019 February

Key responsibilities:

- Handling the Concierge and Travel Desk
- Guest handling,Telephone handling, Planning Tours, Luggage Handling
- Also was responsible for the airport shuttle.

REFERENCES

- Ms. Nanette Zafranco
  Front Office Manager
  The Living Adventure Managed By Accor
  PHONE NUMBER-+974333095712,+97433004306
  EMAIL ID – nanette.zafranco@accor.com
  ayenzafranco@yahoo.com

- Ms. Nirmala E. Jacob
  Senior Lecturer, Placement Coordinator
  Institute of Hotel Management and Catering Technology
  PHONE NUMBER - +91-9447586486
  EMAIL ID- nirmala.jacob@ihmctkovalam.ac.in

- Mr. Ashirbad Praharaj
  General Manager
  Taj Hotels and Resorts
  PHONE NUMBER-+918592855570
  EMAIL ID – ashirbad.praharaj@tajhotels.com

- Mr. Krishna Menon
  Front Office IN charge
  Crowne Plaza Kochi
  PHONE NUMBER-+919840282631
  EMAIL ID- krishna.menon@crowneplaza-kochi.com