Sneha Rao

Hotel Front Office Executive

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PROFILE

Front office executive with 2.5 years in a 4 star beach resort of 120 rooms. Handles check-in, check-out, reservations and guest requests using Opera PMS. Raised positive guest review mentions of the front desk by 18% and sold upgrades worth Rs 6 lakh in a year. Calm, well groomed and fluent in English, Hindi and Konkani.

EXPERIENCE

Front Office Executive, Sahyadri Beach Resort — Nov 2023 – Present
Goa, India

- Check in and check out 40 to 60 guests per shift using Opera PMS, with an average check-in time of 5 minutes.
- Sold room upgrades and airport transfers worth Rs 6 lakh in the last 12 months through polite upselling.
- Handle complaints in person and by phone, and resolve about 90% of them before the guest leaves the desk.
- Coordinate with housekeeping, room service and the concierge for early check-ins and special requests.
- Prepare shift handover notes, cash reports and the daily arrivals list for the next team.
- Welcome repeat and VIP guests by name using guest history stored in the PMS.
- Exchange foreign currency by the daily rate sheet and balance the cash drawer every shift.

Front Office Trainee, Kestrel Grand Hotel — Jul 2022 – Oct 2023
Bengaluru, India

- Learned reservations, key card issue, foreign currency handling and guest folio posting.
- Handled phone reservations for 30 to 40 bookings a day and confirmed details by email.
- Supported night audit teams by reconciling room rates and charges for 150 departures a month.
- Received the Star Trainee award in 2023 for guest feedback and punctuality.

Front Office Intern, Northwind Business Hotel — Jun 2021 – Nov 2021
Pune, India

- Rotated through reservations, front desk and concierge during a 6 month industrial training.
- Assisted with arrival lists, luggage tags and room allocation for conferences of up to 80 guests.

EDUCATION

B.Sc. Hotel Management and Catering Technology, IHM Goa — 2019 – 2022
Goa, India | 7.9 CGPA

SKILLS

Opera PMS | Reservations | Check-in and check-out | Upselling | Guest relations | Night audit basics | Foreign currency | MS Office | Complaint handling | Telephone etiquette

CERTIFICATIONS

Front Office Operations, American Hotel and Lodging Educational Institute — Dec 2022

First Aid and Fire Safety, Red Cross Society — Mar 2023

LANGUAGES

English	Fluent
Hindi	Fluent
Konkani	Native