

PRAJEESH V.K
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OBJECTIVE STATEMENT

“Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals and to become a significant contributor to the organization.

KEY SKILLS FOR CUSTOMER SERVICE

- Strong communication skills
- Problem analysis and problem solving
- Organizational skills and customer service orientation
- Adaptability and ability to work under pressure
- Initiator.

LANGUAGE PROFECIENCY:

- Speak : English, Hindi, Malayalam, and Tamil.
- Read & Write : English, Hindi, Malayalam.

ACCADEMIC QUALIFICATION:

Secondary School Living Certificate (S.S.L.C) : Nochad Higher Secondary School
(Calicut, Kerala).

PROFESSIONAL EXPERIENCE: (12 years)

Four Points by Sheraton	: Concierge in Front Office 06 th Oct' 2019 to 06 th Oct' 2020
Marriot Hotel & Resort	: Hotel Airport Representative \ Front Office Driver 06 th May 2008 to 05 th Oct 2019

POSITION SUMMARY:

Primarily responsible to ensure that all arrival guests with flight details are paged and assisted with luggage and transportation. Assists hotel guests during pick and transfer.

AIRPORT REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Handling guest arrival with pick up request, and arrange the transportation
- Assist with guest luggage as and when required.
- Give all hotel facilities information to the guest and assists them in to the car.
- Be present at all scheduled flight landings and assist incoming guests with baggage clearance and directing them to transport facilities.
- Escort the guest to the official car rental and deals with authorized car rental staff.
- Any changes on arrival and departure flight must be reported to Front Office manager and chief concierge.
- Ensures the neat of appearance and grooming of airport representative officers.
- Anything that is related to operation as well as special cases of leaving must be noted down in the logbook, and also have to have the written approval of Hospitality Manager or Chief Concierge.
- Maintain detailed knowledge of all facilities and services offered by the hotel.
- VIP and VVIP guests to be welcomed at the airport and ensure transportation is arranged.

DRIVING LICENSE:

- Indian Heavy Vehicle Licenses Since 2000
- Qatar Light Vehicle Licenses since Nov 2008

PERSONEL DETAILS:

NAME	:	PRAJEESH V.K
DATE OF BIRTH	:	30-04-1981
SEX	:	MALE
NATIONALITY	:	INDIA
MARITUL STATUS	:	MARRIED

DECLARATION:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

PRAJEESH V.K