

Akhila M A

Hospitality Professional

Front desk coordinator with experience in the fast-paced hospitality industry. Proven track record of successfully managing front desk, guest relations, and performance management. Skilled in developing interaction with guests. Passionate about fostering a positive work environment.

connectwithdemon@gmail.com | DOB – 1999 | India | Contact – 0559765577 | Visit Visa



WORK EXPERIENCE

Front desk Receptionist

The Valle Munnar | Kondody Hotels & Resorts India Pvt.Ltd
October 2023 to October 2024

Munnar, Kerala.

Kondody group is one of the leading resort chains in kerala offers an eco-friendly setting. With its variety of accommodation's across kerala it provides a perfect blend of adventure and relaxation. Kondody group also experts in manufacture of heavy vehicles platform.

Roles and Responsibilities

- Welcoming guest | Cash handling | Customer service | Sales & Marketing | Attention to detail
- Ability to work under pressure | Delivering Mails and messages | Billing and payment process
- Communication skills | Office supplies management | Event coordination | Data base Management

Guest Service Associate – Customer Service

Vibe Munnar Resort & Spa | Foschia Resorts Pvt.Ltd
June 2022 to September 2023

Munnar, Kerala.

Vibe Munnar resorts under foschia group offers an eco-friendly retreat in the heart of munnar. Highly popular among business travelers, business and leisure blend seamlessly to create a unique style. It provides a great place for exploring munnar landscape.

Roles and Responsibilities

- Check in and out | Reservation | guest relations and customer service | Concierge service | Administrative task
- Hotel system and software | Maintain a clean environment | Coordination with another department.

EDUCATION

Diploma in Hospitality Management

Flywin Academy Kerala, India
August 2022

Kollam, Kerala

Bachelors in Chemistry

Kerala University, Kerala, India
March 2021

Trivandrum, Kerala

LANGUAGE

English	Malayalam	Hindi
Professional Proficiency	Native or Bilingual Proficiency	Limited Professional Proficiency

CERTIFICATION

Best Employee of Quarter
April – June 2023