

Akshay Koshti

C/15, Hariraj Society, Nr PD Pandya College, Ghodasar,
Ahmedabad, Gujarat, 382445
+91 9662811548
akshaykoshtidon1@gmail.com

Summary

To be involved in work where I can utilize my skills and creatively involved with system that effectively contributes to the growth of organization.

Education

Velocity Institute

Diploma In Hotel Management

Ahmedabad, Gujarat

Graduated May 2019

I have Completed Diploma In Hotel Management from Velocity Institute in May,2019.

New Meghdoot Vidhyavihar

HSC - 12th

Ahmedabad, Gujarat

Graduated March 2018

Employment History

Hotel Antarim Express

Front Office Associate

Ahmedabad, Gujarat

March 2018 - June 2018

- Performing all check-in and check-out tasks
- Managing online and phone reservations
- Informing customers about payment methods and verifying their credit card data

Whistling Meadows Resort

Front Office Assistant

Ahmedabad, Gujarat

June 2018 - December 2018

- Perform all check-in and check-out tasks.
- Manage online and phone reservations.
- Inform customers about payment methods and verify their credit card data.
- Respond to each Guest who approaches the Reception Desk.
- Drive rate through up-selling room brands.
- Register guests collecting necessary information (like contact details and exact dates of their stay).
- Welcome guests upon their arrival and assign rooms.
- Provide information about our hotel, available rooms, rates and amenities.
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs.
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests.

- Preparing financial statements, reports, memos, invoices letters, and other documents.
- Answering phones and routing calls to the correct person or taking messages.
- Researching and conducting data to prepare documents for review and presentation by boards of directors, committees, and executives.
- Handle customer complaints when necessary
- Supervise and evaluate staff
- Organize and coordinate operations to ensure maximum efficiency
- Greeting visitors and deciding if they should be able to meet with executives.
- Using various software, including word processing, spreadsheets, databases, and presentation software.
- Reading and analyzing incoming memos, submissions, and distributing them as needed.
- Making travel arrangements for executives.
- Performing office duties that include ordering supplies and managing a records database.
- Experience as a virtual assistant.
- Opening, sorting and distributing incoming faxes, emails, and other correspondence.
- Provide general administrative support.

Hobbies & Interests

Take New Challenges.

Hard Working

Playing Chess.

Singing.

Professional Skills

Good Communication	★★★★★
Negotiations Skills	★★★★★
Committed towards work	★★★★★
Knowledge of computer	★★★★★
Decision Making and Problem Solving Skills	★★★★★
MS Office–MS Word, Exel, Power Point	★★★★★
Enthusiasm	★★★★★
Interpersonal Skills	★★★★★
Leadership	★★★★★

Languages

English	★★★★★
Hindi	★★★★★
Gujarati	★★★★★

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Date:-

Place:-

(Akshay Koshti)