






# JOSNA JOHN

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PIN :686582

## KEY SKILLS

- Professional manner with an emphasis on hospitality and guest service.
- Excellent interpersonal and communication skills
- Proficient in the use of all microsoft office applications and a typing speed of 52 word per minute.
- Aware about Hotel Management Software (Opera).
- A Strong sense of business acumen and the understanding that the organizations commercial objectives are crucial to my work.
- Demonstrates excellent customer service, communication and time management skills.

## COMPUTER PROFICIENCY

### MS Office

- Excel | Word | PowerPoint

### ERP Software

- Tally

## PERSONAL INFO

Nationality : Indian  
Gender : Female  
Marital status : Single  
Date of Birth : 9/6/1996  
Religion : Christian  
Passport No : T4499054

## PROFILE SUMMARY

Hardworking and diligent guest service associate adept at greeting guests, coordinating check-ins, setting up services, adept at maintaining frequent and open contact with guests for optimal benefit patient, friendly and reliable with excellent oral and written communication skills, practiced multi-tasker and problem-solving abilities.

Highly motivated, conscientious, and competent collaboration possess in-depth knowledge and expertise within this industry, confidence to add value to the organization by always ensuring your customers and clients receive the best service possible.

## WORK EXPERIENCE



### Guest Service Associate

Kumarakom Lake Resorts & Hotel Forte Kochi

Sep 2019 - Jan 2022

### Duties and Responsibilities :

- Worked closely with guests, helps them to smooth check-in and check-out experience, provide information about local features.
- Deals with VIPs, Celebrities with a high degree of respect for their privacy offered personalized recommendations for activities based on detailed conversations.
- Remedial Issues quickly and effectively through active listening, and escalated major issues to the supervisor.
- Managed quality assurance program including courtesy calls, Guest feedback both verbally and in the form of feedback forms.
- Managed more than 40 guest calls per day, helping to increase sales and great customer satisfaction.
- Create daily and weekly reports highlighting upcoming arrivals, VIP guest details, special requests, and communicate the same to other departments.

## LANGUAGES KNOWN

English	●	●	●	●	●
Hindi	●	●	●	●	○
Malayalam	●	●	●	●	●
Tamil	●	●	●	●	○

## STRENGTHS & QUALITIES

- Caring about other people.
- Collaborating and working well together with others.
- Comforting people when they need it.
- Conflict management and resolution skills.
- Encouraging and inspiring people to do their best.
- Flexibility in thinking and operating style.
- Humor and lightheartedness.
- Inspiring and motivating others to active greatness.
- Patience when dealing with others.

## REFERENCE

Mr. Teji K Jose  
Front Office Manager  
Kumarakom Lake Resort  
Mob: +918921911473

## EDUCATION

### □ MBA

Bharathiar University, Coimbatore, Tamil Nadu  
2018 - 2021

### □ Diploma in Aviation Management

Asian Airline Academy, Trivandrum, Kerala, India  
2017 - 2019

### □ B.Com

Mahatma Gandhi University, Kottayam, Kerala, India  
2014 - 2017

## ADDITIONAL QUALIFICATIONS

- IATA Certificate course in Airline Customer Service
- Business English Certificate Course from Cambridge University
- Certificate Course in Financial Accounting with Tally(CCFAI).
- Certification Best Employee of the month

## TRAININGS ATTENDED

- Travel and Tourism.
- Hospitality Management.
- Airline Cabin crew.
- Airline passenger and baggage handling.

## DECLARATION

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



**JOSNA JOHN**