

# Rakhi R

## HOSPITALITY PROFESSIONAL



Seeking a deserving profile in the hospitality sector where I can deliver my expertise and innovative hospitality skills, while maintaining the integrity and work ethics of the working environment thereby maintaining the reputation of the organization.

✉ Rakhiraveendran98@gmail.com

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📍 Kerala, India

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## SKILLS

OPERA PMS

Guest Experience Platform (GXP)

MS Office

Communication Skills

Guest Handling

Team Player

## EXPERIENCE

### Guest and Patient Relations Assistant

KIMSHEALTH Trivandrum *Sep 2021 - Present*

### Guest Service Associate

Four Points by Sheraton resort Mahabalipuram under Marriott International. *Sep 2019 - Sep 2021*

### Customer Care Associate

AKSHAYA Center (E- Literacy Project by Kerala Government). *Apr 2017 - Jun 2018*

## EDUCATION

### Pursuing Master of Business Administration

Manipal University

### Diploma in Aviation, Hospitality & Travel Management

Frankfinn Institute Trivandrum 2018 - 2019

### Bachelor of Business Administration

Madurai Kamaraj University 2016 - 2019

### Diploma in Airport Operations

IATS Adoor 2016 - 2017

## PERSONAL DATA

Date of Birth: 27/02/1998

Age 24

Marital Status : Unmarried

Height : 161

Weight : 46

## LANGUAGES

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Malayalam

English

Tamil

## HOBBIES

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- Listening to Music
- Dancing
- Cooking
- Watching Movies

## STRENGTHS

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Empathetic

Honest

Hard Working

Passionate

Friendly

Determined

Adaptable

## JOB RESPONSIBILITIES

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KIMSHEALTH Trivandrum:

- Taking care of Patients' health check-up schedules and coordinating with other departments
- Doctor mails and calls ensure the best services throughout the way.
- Communicating and directing the patient as per their needs
- Ensuring check-ups are done in a timely manner and also maintaining a healthy relationship with the patient.
- Handling cash for billing and settling with final reports.
- Indent and stocks valuing and smooth operation for the department.

Four Points by Sheraton Mahabalipuram:

- Ensuring smooth Check in & Check Out of guests as per the brand standards.
- Handling cash / Voucher handovers with sole responsibility and maintaining records for the same.
- Achieving and maintaining the highest standards of friendliness and professionalism in communication with all guests, verbally or in writing according to the standards defined by the brand or hotel.
- Attending Guest calls and doing needful for fulfilling the same as per the standards of the organization.
- Answering, recording and processing all guests, requests or concerns and following up to ensure the same is met leading to guest satisfaction.
- Handling guest complaints and escalating the same if required to the respective managers or In charges to do the needful for a happier and satisfied guest in the hotel.
- Contributing to the Guest Voice score of the hotel by handling guest complaints and doing service recovery in appropriate time thus resolving the complaints / issues from the guest and making sure they come back to the hotel to enjoy the hospitality.
- Taking care of guest requests for Special occasions and making sure they are happy on their special day arranging special decorations or amenities making them happy.
- Working together with Other Operations departments in a friendly and professional manner to ensure guest requests are taken care swiftly.

## REFERRAL

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Ms. Nisha Ann David (IPR Senior Manager at KIMSHEALTH Trivandrum)

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Mr. Vipin Nambiar (Former Front Office Manager at Four Points by Sheraton resort Mahabalipuram)

+91 91760 77689

Mr. Sibin Shukkoor (Hospitality Faculty at Frankfinn Institute, Trivandrum)

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