



Sagar Maadishetty

CONTACT

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CORE QUALIFICATIONS

- PROFESSIONAL SUMMARY
- Attentive Front Office Executive providing exceptional customer service through diligent management. Adopt at encouraging more business through meaningful engagement and a commitment to managing guest and client relations. Committed to maintaining a positive attitude while delegating front office duties to ensure smooth operations.
- CORE QUALIFICATIONS
- Outstanding front office clerical abilities including typing and answering phones
- Familiar with all MS Office applications
- Sound ability to resolve client or guest issues in a timely courteous manner
- Excellent relationship-building and communications skills
- Strong time management skills
- Ability to work varying

EXPERIENCE

Shift In-charge / Night Auditor

Signature 1 Te com Barsha Heights - Dubai , United Arab Emirates

- 07/2023 - Current
- In charge Handles mail and messages properly and on a confidential basis
- Credit Card Reconciliation,High balance check,PM Handling
- Daily Guest refund check,Rate Check for the arrival of the day.
- City Ledger of the day,Group Billing and FIT Billing.
- EDC Batch Tally Credit and debit card check.
- Night run.

Guest Service Agent

FLORA Hotel Al Barsha - Dubai

- 03/2022 - 07/2023
- Handles mail and messages properly and on a confidential basis
- Follows all cash handling to check out all customers efficiently
- Assists all guests with problems and questions as required
- Ensure that all guest problems are resolved to their satisfaction
- Night Auditing Making Reservations and handling Reservations

Team Leader

IBIS and Novotel Chennai Sipcot

- 03/2020 - 08/2022
- Handles mail and messages properly and on a confidential basis
- Conducting Pre-Arrival meet and monitoring VIP/Elite guest movement and Performs guest registration and room assignment and accommodate special requests of all guests as per preferences
- Follows all cash handling to check out all customers efficiently
- Assists all guests with problems and questions as required
- Ensure that all guest problems are resolved to their satisfaction
- Handling Transportation for guest office transfers and Airport Transfer
- Taking in-room dinning calls or Orders
- Trained my subordinates for Night shift for performing Night Auditing
- Taking Shift Briefing.

SENIOR GUEST SERVICE ASSOCIATE

HYATT PLACE - PUNE

- 10/2018 - 03/2020
- Handles duty according to hotel policies and procedures
- Handles mail and messages properly and on a confidential basis
- Conducting Pre-Arrival meet and monitoring VIP/Elite guest movement and Performs guest registration and room assignment and accommodate special requests of all guests as per preferences
- Follows all cash handling to check out all customers efficiently
- Assists all guests with problems and questions as required
- Ensure that all guest problems are resolved to their satisfaction

- shifts
- Knowledge on IDS and Opera Software

LANGUAGES

English, Hindi and Telugu

LANGUAGES

English: C2
 Proficient

Arabic: A1
 Beginner

Hindi: C2
 Proficient

Telugu: C2
 Proficient

- Handling Transportation for guest office transfers and Airport Transfer
- Taking in-room dining calls or Orders
- Trained my subordinates for Night shift for performing Night Auditing.

FRONT OFFICE ASSOCIATE

MERCURE HOTEL - DWARKA

- 09/2017 - 09/2018
- Maintaining an updated database of guest check-ins checkouts
 - Responding to guest requests and handling guest messages
 - Handling group check-ins and check-outs
 - Cash Handlings
 - Call Handlings
 - Knowledge of MS word and MS Excel
 - Knowledge of Opera PMS
 - Achievements: Achieved employee of the month for April 2018.

GUEST RELATION ASSOCIATE

OCEAN GRAND HOTEL - Maldives

- 05/2017 - 09/2017
- Maintained an updated database of guest check-ins check-outs
 - Tracked staff schedules and called for outside maintenance as needed
 - Responded to guest complaints in a professional courteous manner
 - Managed multiple phone lines while attending to guest issues
 - Responded to guest requests
 - Coordinated with other staffing departments to ensure solid guest relations
 - Managed all guest relations and updated scheduling database
 - Handling guest Airport transfer.

TELEPHONE OPERATOR

HOTEL AVASA HYDERABAD

- 04/2016 - 10/2016
- Managed multiple phone lines while attending to guest issues
 - Responded to guest complaints in a professional courteous manner
 - Transferred calls to the correct department.

RADISSON BLUE RESORT

- 09/2015 - 01/2016
- I have successfully completed my industrial exposure training specialization in front office department Got an opportunity to handle basic operations of Front Office

EDUCATION

2016

Bachelor's Degree of Hotel Management

Westin College of Hotel Management, to Krishna University -
Vijayawada, Machilipatnam

2013

Intermediate

**Board of Intermediate Education, Board of Secondary
Education**

2011

Paramita High school - India