

Mansoor Ali Khan

Front Office Supervisor

An accountable Front Office Supervisor with 3+ years of experience and proven track record in Guest service handling, Staff management, Guest management.



mansooralis784@gmail.com

+971-526384938

#134/14, 1st Main 4th Cross KB Extension,
Davanagere, India

linkedin.com/in/mansoor-khan-bb3134166

instagram.com/mansoorali45

WORK EXPERIENCE

Front Office Supervisor(GRS)

India,Bangalore

03/2019 - 10/2021

Lemon Tree Premier Hotel

Achievements/Tasks

- Courteously and accurately answers inquiries from potential guests and accepts hotel reservations.
- Ensure Outstanding customer care at all times.
- Maintains a friendly, cheerful and courteous demeanour at all times.
- Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns.
- Uses suggestive selling techniques to sell room nights, increase occupancy and revenue. Supervise daily shift process ensuring all team members adhere to standard operating procedures.
- Train, direct the work of, resolve issues/problems and coach and counsel the front desk team members to ensure a quality operation.
- Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.

EDUCATION

Diploma in Aviation and Hospitality

Frankfinn Institute of Aviation.

02/2017 - 04/2019

HSSC

National Institute of Open Schooling

05/2014 - 06/2016

SKILLS

Excellent verbal, written communication and Interpersonal Skills.

Ability to quickly solve problems.

Ability to multitask.

Computer-savvy.

Time Management

Experience in customer relations.

AWARDS

Employee of the Year (05/2020 - 05/2021)

Lemon Tree Premier Hotel

LANGUAGES

English

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

SUPPORTED CAUSES

Alamba Charitable Trust Chennai.

INTERESTS

Cricket

OTT Platform