

ANTHONY ROBINSON FERNANDO

Cluster groups conference and Events Coordinator



CONTACT

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PERSONAL INFO

D.O.B: 09 June 1990

Marital Status: Married

Nationality : Sri Lankan

PERSONAL SKILLS

Excellent communication and writing skills

Self-Motivated and innovative.

Confident and ability to handle difficult situations.

Friendly and helping personality.

Follow high professional ethics

LANGUAGES

English ●●●

Sinhala ●●●

Tamil ●●●

HOBBIES

Badminton

Swimming

Travelling

SUMMARY

A friendly and customer oriented professional with 5 plus years of hospitality experience along with the ability to work under difficult situations and also have theoretical and practical knowledge in tourism & hospitality. Excellent knowledge in assessing the requirement of customers and handling guest complaints. Desire to work efficient and effectively as a team to not only meet the goals and targets but also to exceed them to drive for a better future.

EXPERIENCE

- 2021 Oct-Present Cluster Group, conference and event coordinator at Hilton Jumeirah Dubai
- 2019.Sep- Present Cluster Reservations Agent at Hilton Jumeirah Dubai
- 2017.Jan- 2019.Sep Reservations Sales Agent at Hilton Colombo
- 2016.Sep- 2016.Dec Front office Agent at Tintagel Colombo
- 2014.Dec- 2016.Sep Customer service Executive at HSBC (HDPL)

EDUCATION

- 2015 | BA (Hons) in Tourism & Hospitality Management
MSU – Management & Science University
- 2013 | Advance Diploma in Tourism & Hospitality Management
MSU – Management & Science University
- 2010 | Advance Diploma in Tourism & Hospitality Management
Stratford College London UK
- 2008 | Diploma in Hotel Reception at Asian International Hotel School
- 2006 | Ordinary Level
St. Benedict's College

ACHIEVEMENTS

- 2004 | Tamil Vizha
at St Benedict's college-
2nd place in short story contest
- 2004 | Srilanka Schools Hockey Association-
2nd runners up
- 2005 | Colombo schools Hocky tournament-
Outstanding performance
- 2005 | Tamil Literary union day
at St Benedict's college-
1st place in the poetry
- 2006 | Srilanka Schools Hockey Association-
Outstanding performance
- 2007 | Inter schools Hocky tournament-
Outstanding performance
- 2007 | Srilanka Hocky Federation Interim
Committee-
35th Junior National Hockey Chapionship

TRAINING

- 2020 | Cross Training in Conference and
Events
at Hilton Jumeirah Dubai
- 2012 | Obtain Training
in Tourism & Hospitality Management
MSU – Malaysia
- 2013 | Industrial Training
at Galadari Hotel

DUTIES AND RESPONSIBILITIES

Group Conference & Events Coordinator(2021-present)

- Identify the client's requirements and expectations for each event.
- Liaise with vendors, exhibitors, and stakeholders during the event planning process to ensure everything is in order.
- Overlook & Manage all event set-up, tear down, and follow-up processes.
- Maintain event budgets.
- Conduct final inspections on the day of the event to ensure everything adheres to the client's standards.
- Assess an event's overall success and submit findings.
- Gain a complete understanding of the requirements for each event
- Book venues and schedule guests, which includes contract drafting and confirmation and day-of logistics
- Develop content for event materials and work with graphic designer to produce
- Hire personnel as needed across all functions of an event (registration, set up, catering, audio/visual, etc.)
- Day-to-day administration of events and programs including placing orders, BEO review, monitoring vendors, travel planning, restaurant reservations, facilitating company attendees, monitoring registration, tracking RSVPs, answering questions and resolving issues

Cluser Reservations Agent(2019-2021)

- Ensure all customer queries are handled efficiently, effectively and successfully in order to maximize customer satisfaction
- Maintain effective communication systems within the department to serve guests and other departments
- Answer guest queries about property facilities/services and room accommodations in a timely and professional manner via phone and email.
- Complete and audit the accurate input of reservations (both manual input and reservation checks of direct bookings)
- Complete arrival checks to ensure guest preferences have been applied, upsell opportunities have been exploited and reservation information is accurate.
- Keep effective communication with each respective property's operations team and ensure all relevant information is passed on correctly
- Follow sales techniques to maximize revenue and fully understand the needs of the customer and strive to meet or exceed those expectations at all times
- Adopt a sales attitude: Identify sales leads for the on-property sales teams, confidently convert reservations requests with an eagerness to close the deal and identify upsell opportunities across all channels.
- Managing three properties with Working simultaneously using different Property Management Systems.

Reservation Agent(2017-2019)

- Handled daily correspondence. Responds to phone calls, customer inquiries inquires and makes reservations as needed.
- Managed online booking inquiries and assist guests an travel partners with questions throughout the entire booking cycle.
- Support front desk, Sales & Accounting department with payment and invoices.
- Prepared customer invoices, accepted payments and processed refund and cancellation requests.
- Worked closely with front desk to achieve full occupancy of the hotel.
- Supervised in house & VIP clientele requests and accomodate them accordingly.
- Prepared stop sales. Run different reports like reservation entered on and by, reservations cancellations and pick up report.

Front office Agent

- Welcome customers and guests in a warm and friendly manner.
- Ascertains their purchasing needs and Assists customers in a branded, friendly, proactive, and efficient manner with appropriate Follow-up as necessary.
- Knows all essential aspects of our business operations & Collects payments by accepting cash & Credit card payments from Customers and makes change for cash customers.
- Verifies credit acceptance by reviewing and recording customer information and operating credit card authorization systems.
- Balances cash drawer by counting cash at beginning and end of work shift.
- Monitors lobby and work area determine customer flow.
- Responds to customer inquiries and requests in a timely, friendly, and efficient manner.
- Works collaboratively with other staff, managers, and resources.

Customer Service Executive

- Open and maintain customer accounts by recording account information and conducting KYC checks.
- Resolve product and service problems by clarifying the customer's complaint by determining the cause of the problem; selecting and explaining the best solution to solve the problem.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Prepare product or service reports by collecting and analyzing customer information.
- Contribute to team by accomplishing team targets.
- Coordinate with onboarders with account opening and documentation verification.
- Conduct internal trainings and audits to improve the service standards.

PERSONAL SKILLS

- Excellent administrative & management skills.
- Experienced with all the procedures of travel & tourism.
- Experienced in working with Clients & transactions process.
- Strong customer service skills and proficient in office duties.
- Proficiency in computer skills like MS word, excel and internet etc.
- Ability to work under a team to drive for a goal.
- Time management & Organization

CAREER ACHIEVEMENTS

- Recognition of Outstanding performance, dedication & hard work for Q1 - 2022
- Promoted as Groups, conference & events coordinator Q1 2022
- Cluster Revenue Champion for Q3- 2021
- Completed Cross exposure in Groups conference & events 2020
- Joined as Cluster reservations Agent at Hilton Dubai Jumeirah
- 2019 Top up seller of the year at Hilton Colombo
- 2018 Team member & Heart of the house at Hilton Colombo
- 2017 In recognition of Blue Energy at Hilton Colombo

REFERENCES

Sara Aziz

Cluster Director of groups, conference & events

Hilton Dubai Palm Jumeirah, Hilton Dubai Jumeirah & Hilton Dubai the walk

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Mac Mendoza

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Arvind Kumar

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I hereby declare that above information is true to the best of my knowledge.

