



LOCHAN AMONKAR

Front Desk Officer

Profile

Looking forward to career growth and prosperity, where I can use my knowledge & experience which has been developed through multiple positions in different companies as Front Desk Officer ,Front Office Executive. Guest service Expert with self-development & contribution towards the working of the company. Quickly adapting to the new environment and technologies.

Work Experience

2022-
2023

Lulu International Exchange- Kuwait



Front Desk Officer

- Providing excellent customer service by greeting customers, addressing inquiries, and resolving issues.
- Conducting currency exchange transactions accurately and efficiently, adhering to current exchange rates.
- Verifying the authenticity of foreign currency and detecting counterfeit bills.
- Processing transactions, including buying and selling foreign currency, traveler's checks, and money orders.
- Educating customers on exchange rates, fees, and available services.

2018-
2022

Americana Kuwait Food Company kuwait



Guest Service Expert

- Accountable for the best services to the customer with smile & warm greetings
- Reporting to Store Manager/Store Keeper regularly regarding the need/demand of items so that the future orders could be placed accordingly.
- Monitored the functioning of store equipment and reported problems and failures to the supervisor.
- Formulating arrangements and placing orders for new commodities and supplies whenever necessary.

2016-
2018

Fern Kdamaba hotel & Spa



Front Office Executive

- Provide outstanding services and ensure customer satisfaction Address customer concerns and complaints promptly and professionally .Copying , Scanning and filing the documents
- Updating Appointments calendars and Schedule the meetings
- Supervising the housekeeping department and preparing a list of stock .
- Respond to customer needs and requests in a timely manner.
- Answer phone switchboards and transfer calls and take messages.

+971561347688

lochanamonkar3@gmail.com

https://www.linkedin.com/in/lochan-amonkar-3776ba156?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=ios_app

Discovery Gardens ,
Dubai

Education

Diploma in Hardware & Networking

Jetking Institute
2009 - 2011

Bachelor of Arts

IGNOU University
PERSUING

Expertise

- Opera
- Wipro
- Hotlink
- Chat Gpt+ MS Excel
- SEO
- FX Pro
- Western Union
- RIA
- MS Outlook
- AirBnb

Languages

English Hindi

Konkani Marathi

Skills

Hospitality Management

Banking Transactions

Front Office Operations

Reservations

Team Work

KYC Verifications

Adaptability

ADDITIONAL QUALIFICATION

- **DIPLOMA IN WEB DESIGNING
- LIBRA (2011)**
- **COMPUTER TYPING - SPEED
40 W.P.M .STENODEC
INSTITUTE (2011)**
- **TALLY ERP 7.0 NICE
TRAINING CENTER 2012**

Nationality

Indian

2014-
2016

Country Inn & Suites

Front Office Supervisor



- Handle guest inquiries, complaints, and special requests in a professional manner.
- Anticipate guest needs and strive to exceed their expectations
- Manage room reservations, including modifications and cancellations.
- Ensure accurate recording of guest information and payment details.
- Collaborate with the finance department to reconcile accounts and resolve billing issues.

2014-
2011

Cidade de Goa

Front Office Assistant



- Cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange,
- Thoroughly understand and adhere to proper credit, check-cashing, and cash handling policies and procedures.
- Understanding room status and room status tracking.
- Check in and Check-Out Procedures.
- Next day Arrival list check.

References

Ketan Kuttikar

Dispatch Officer-The European Bakery UAE

Phone: +971562381488

Email: kuttikarketan@gmail.com

Shradha Rajput

Unit Head HR- Club Mahindra Assnora

Phone: +919637724977

Email: Shradha.rajput871@mahindraholidays.com

Declaration

I-HEREBY DECLARE THAT THE ABOVE FACTS ARE TRUE TO THE BEST OF MY KNOWLEDGE.