



# 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.

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 [https://www.linkedin.com/in/lochan-amonkar-3776ba156?utm\\_source=share&utm\\_campaign=share\\_via&utm\\_content=profile&utm\\_medium=ios\\_app](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**

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Shradha Rajput

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## Declaration

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