

Resume

Adnan Rajgoli

Bukhari Galli, Belagavi, Karnataka, India | +917411240876 | adnan.rajgoli@gmail.com

Objective:

Dedicated and service-oriented professional with a strong background in the hospitality industry seeking a position as a Bellman. Offering exceptional customer service skills and a proven track record of providing a memorable guest experience.

Experience:

Hilton Hotels & Resorts, Fahaheel, Kuwait

Bellman | January 2018 – September 2021

- Greet and welcome guests upon their arrival, assisting with luggage and ensuring their smooth check-in and check-out process.
- Provide information about the hotel's facilities and services, ensuring that each guest has all the necessary information for an enjoyable stay.
- Anticipate and cater to the needs of guests, promptly addressing any queries or requests they may have.
- Coordinate with other hotel departments, maintaining effective communication to ensure seamless operations and guest satisfaction.
- Consistently receive positive feedback from guests for exceptional service delivery.

Movenpick Hotels & Resorts, Salmiya, Kuwait

Bellman | October 2014 - July 2016

- Assisted guests with their baggage, ensuring prompt and courteous handling.
- Directed guests to various hotel amenities and provided guidance on local attractions and activities.
- Collaborated with the front desk team to ensure smooth check-in and check-out procedures.
- Responded promptly to guest inquiries, resolving any issues or concerns to ensure their satisfaction.
- Maintained a clean and organized lobby area, creating a welcoming atmosphere for guests.

Movenpick Hotels & Resorts, Salmiya, Kuwait

Room Attendant | October 2012 - April 2014

- Responsible for maintaining cleanliness and tidiness of assigned rooms
- Executes all housekeeping tasks promptly and efficiently

- Assists guests with any requests or inquiries with a professional and friendly attitude
- Ensures that all amenities in the room are fully stocked and in good condition
- Collaborates with the housekeeping team to ensure seamless operations and guest satisfaction

Skills:

- Outstanding interpersonal and communication skills, establishing rapport with guests and colleagues.
- Proficient in handling guest requests and complaints, ensuring prompt resolution.
- Ability to multitask effectively in a fast-paced environment, delivering high-quality service under pressure.
- Detail-oriented and focused, capable of accurately managing guest information and requests.
- Strong knowledge of hotel operations and amenities, providing accurate and comprehensive information to guests.

Education:**SSC**

Islamiya Comp Pre-University College, Belagavi, Karnataka | Graduated in 2002

Digital Marketing Diploma

Viom Institute, Belagavi, Karnataka | September 2023

Tally Prime

EIT Institute, Belagavi Karnataka | March 2024

Certifications:

- Certified Nominee Employee of the Month August 2018
- Certified Nominee Employee of the Month September 2018
- Certified Nominee Employee of the Year 2019