



# MARIA DARVIN DOMINIC



## EXPERIENCE

**DESIGNATION- FRONT DESK AGENT JANNAH HOTEL APARTMENTS AND VILLAS RAS AL KHAIMAH - UAE.**

12/2016 - 08/2025

- Handle Check-in, Check-out, Room Assignment and Billing efficiently using the Property Management System and Opera.
- Providing information regarding the Hotel, town attractions, activities etc.
- Maintain up-to date information on room rates, current promotions, offers and packages.
- Updating guest details in Hotel CID system.
- Respond to the Emails and Telephone in a timely and professional manner.
- Collaborate with other departments to ensure seamless communication and exceptional service delivery.
- Making Courtesy Calls and Handle Guest Feedback, Concerns and Special Requests.

**DESIGNATION-HEAD WAITER/GUEST RELATION VICTORIAN GREAT HARVEST SDN BHD - LANGKAWI, MALAYSIA.**

11/2013 - 12/2015

- Greets guests and presents them with the menu
- Informs guests about the special items for the day and menu changes if any
- Suggest food and beverages to the guest and also try to up sell
- Take food and beverage orders from the guest on the order taking pads or on the handheld
- Point of sale (POS) system
- Obtaining revenues, issuing receipts, accepting payments, returning the change
- Observes guests and ensure their satisfaction with the food and service
- Help other areas such as answering telephones and completing financial transactions.

**DESIGNATION-TOUR GUIDE INTERCITY HOLIDAYS, DESIGNATION - TOUR GUIDE - KOVALAM, INDIA.**

10/2011 - 06/2013

- Welcoming groups of holidaymakers at their starting point and announcing details of travel arrangements and stop-over points
- Communicating a range of information on itineraries, destinations and culture
- Assisting holidaymaker's check-in and settle into their accommodation
- Using professional knowledge to answer questions from holidaymakers and to fulfill their expectations of the tour
- Making sure all travel arrangements run according to plan and that accommodation, meals and service are satisfactory.

**INTERNSHIP COX & KINGS - CHENNAI, INDIA.**

- Mice, Visa & Documentation
- Duration: 45 Days.

**INTERNSHIP THOMAS COOK - CHENNAI, INDIA.**

- Mice, Visa & Documentation, Tour operation, Customer Service
- Duration: 45 Days.

## CONTACT



Tamil Nadu - India



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## PROFESSIONAL SUMMARY

I have a reputation of delivering excellent service to customers and ensuring their satisfaction at all the times and also, I believe that my experience of guest relations, hospitality and my knowledge of food and beverages can greatly strengthen your business. I Have the ability to keep and maintain clean appearance and treat guest politely, Strong knowledge of formal service standards and customer service. I have a huge passion in Hospitality, right now i want to be part of something new as well as exciting where I can be able to develop my skills as well as make my career in field of hospitality industry.

## KEY SKILLS

- Opera
- Hotel Night Audit
- Hotel CID Update
- Call Center Agent
- Microsoft Outlook
- Microsoft Word, Excel, PowerPoint
- F&B Service
- Restaurant POS system
- Making Reservation
- Data Entry

## AREAS OF EXPERTISE

- Hotel Front Desk
- Hotel Night Receptionist
- Event Management
- Travel Desk
- Tour Operation
- Sports Management
- Restaurant Service



## EDUCATION

**Bachelor Of Tourism & Hospitality**  
**Nesamony Memorial Christian College** - Marthandam, Tamilnadu, India.  
2011  
GPA: 70

**Higher Secondary School**  
**St.Aloysius Higher Secondary School** - Marthandanthurai , Tamilnadu ,  
India.



## INTERESTS

Meeting New People, Travelling, Music, Sports.



## LANGUAGES

English, Tamil, Malayalam.



## ADDITIONAL INFORMATION

**VISA & PASSPORT DETAILS**  
PASSPORT EXPIRY DATE - 25/02/2032  
NATIONALITY - INDIAN.