Ritika Fernandes

Front Office Executive

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PERSONAL STATEMENT

Front office executive with 3 years of experience at beach resorts and city hotels in Goa, handling 80 to 120 check-ins a day in peak season. Skilled in Opera PMS, IDS Fortune, room upselling and complaint handling, with fluent English, Konkani and Hindi and working Russian for international guests.

WORK EXPERIENCE

Front Office Executive · Sea Breeze Resorts Pvt Ltd, Candolim, Goa — Mar 2024 – Present

- Handle check-in, check-out and guest requests for a 142-room beach resort with 85% average occupancy from October to March.
- Generated about ₹6.8 lakh in room-upgrade and late check-out revenue in the 2025-26 season, the highest on the desk.
- Raised the front office score on online reviews from 4.2 to 4.6 by introducing a pre-arrival WhatsApp message and a 3-minute check-in target.
- Cover night audit twice a week, reconciling cash, card and UPI payments and closing the day in Opera PMS without variances.

Guest Service Associate · Hotel Mandovi Residency, Panaji, Goa — Jan 2023 – Feb 2024

- Managed reservations from the hotel website, OTAs and travel agents for a 64-room business hotel using IDS Fortune.
- Collected Form C details for foreign guests and uploaded them within 24 hours as required.
- Resolved room, billing and noise complaints at the desk, escalating fewer than 5% to the duty manager.

EDUCATION

B.Sc. in Hospitality and Hotel Administration · Coastal Institute of Hotel Management, Porvorim, Goa — 2019 – 2022

Grade: 7.6 CGPA

SKILLS

Opera PMS · IDS Fortune · Check-in and check-out · Reservations · Night audit · Form C (FRRO) · Upselling · MS Excel

CORE SKILLS

- Guest relations
- Complaint handling
- Cash and card handling
- Grooming standards
- Team coordination

CERTIFICATIONS

Front Office Associate (Tourism and Hospitality Skill Council) · Tourism and Hospitality Skill Council — Aug 2022

LANGUAGES

English · Fluent · Konkani · Native · Hindi · Fluent · Russian · Conversational

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