VENKY KARIMSETTY
Dallas, TX 75202 | 305-619-3065 | [karimsettyv@gmail.com](karimsettyv%40gmail.com)
Hospitality Professional | Front Desk Agent | Food & Beverage Specialist

### ****SUMMARY****

A highly motivated hospitality professional with more than 2 years of experience in front desk management, food and beverage service, and guest relations. Recognized for consistently providing outstanding customer service in dynamic, high-pressure settings while maintaining professionalism. Skilled in handling guest inquiries, resolving concerns, and improving the overall guest experience. Looking to apply my expertise in operations and guest services to take on a leadership role in the hospitality sector.

### ****Key Accomplishments:****

**Enhanced Guest Satisfaction:** Boosted positive guest feedback by 20% through proactive issue resolution and addressing guest needs.

**Operational Excellence:** Efficiently managed check-ins and check-outs for up to 50 guests daily at The Cheeca lodge and spa, maintaining a 99% accuracy rate.

**Recognition:** Honored as “Employee of the Month” at Jumeirah Al Qasr for consistently surpassing service expectations.

**Effective Problem Solving:** Resolved 95% of guest complaints on the first point of contact, significantly improving guest loyalty and retention.

### ****SKILLS****

**Customer Service Expertise:**

* Managing Guest Relationships
* Resolving Conflicts & Addressing Issues
* Active Listening & Effective Communication
* Enhancing the Overall Guest Experience

**Technical Proficiencies:**

* Point of Sale (POS) Systems
* Opera Cloud Property Management Software
* Billing and Cash Flow Management
* Payment Processing (Cash & Credit)

**Operational Skills:**

* Check-in & Check-out Management
* Order Taking &Table Service
* Guest Information Management (Opera Cloud, PMS)
* Cash Handling & Payment Processing (Cash, Credit, Debit)
* Issue Resolution & Guest Complaint Management
* Event Coordination &Table Setting
* Room Assignment & Housekeeping Coordination
* Ensuring Guest Privacy & Data Security

### ****EXPERIENCE****

#### ****Front Desk Agent****

**The Holiday Inn Express Hotel — Dallas, TX**
October 2024 to Current

* Welcomed and checked in 50+ guests each day, providing a smooth and efficient arrival experience.
* Handled guest inquiries and resolved billing concerns, achieving a 95% satisfaction rate.
* Proactively addressed and resolved guest complaints, ensuring a positive and memorable stay.
* Kept guest information up-to-date in Opera Cloud and managed check-out procedures efficiently.

#### ****Front Desk Agent****

**Cheeca lodge and spa — Islamorada, FL**
October 2023 to October 2024

* Oversaw guest check-ins, check-outs, and reservations, ensuring efficient and precise processing.
* Managed cash handling, completed daily deposits, and ensured accurate receipt reconciliation.
* Collaborated with the housekeeping team to ensure rooms were available and maintained to a high standard of cleanliness.
* Addressed and resolved guest concerns swiftly and professionally, upholding high levels of guest satisfaction.

#### ****In Room Dinning****

**Varun Group of Hotels (Novotel) — India**
May 2023 to August 2023

* Delivered food and beverage orders to guest rooms, meeting rooms, and private events.
* Responded to guest queries and provided detailed information about menu items and beverages.
* Ensured order accuracy, maintained a clean dining area, and adhered to food safety standards.
* Processed payments accurately and efficiently, improving transaction times

#### ****Food and Beverage Server****

**Jumeirah Al Qasr and Dar al Masyaf — Dubai (Trainee)**
September 2022 to March 2023

* Provided high-quality service to guests by ensuring timely and accurate order taking, food delivery, and beverage service in a fine dining environment.
* Provide recommendations, and resolve issues to ensure a positive guest experience.
* Maintained knowledge of menu items, including daily specials, ingredients, and preparation methods to assist guests in making informed dining choices.
* Collaborated with kitchen and bar staff to ensure accurate order preparation.
* Handled cash and credit transactions, processed payments accurately, and provided receipts in a professional manner.

**Food And Beverage Server(Intern)**

**Aloft — India**
October 2020 to January 2021

* Managed cash handling, processed payments, and ensured accurate change and receipts.
* Delivered exceptional service to guests by providing menus, taking orders, and recommending beverages.
* Organized dining tables and set up service areas before and after shifts to maintain cleanliness.
* Assisted in opening and closing tasks, ensuring smooth restaurant operations.

### ****EDUCATION AND TRAINING****

**Bachelor of Science in Hotel Management and Catering Science**
Westin College of Hotel Management (Krishna University) — Andhra Pradesh, India
June 2018

### ****LANGUAGES****

* **English:** Full Professional Proficiency
* **Telugu:** Native/Bilingual Proficiency
* **Hindi:** Professional Working Proficiency