

Vihaan Joshi

Front Office Executive

VJ

Kochi, India vihaan.joshi@example.com Fictional sample

01 Professional profile

Front Office Executive with an illustrative 11-year career focused on guest reception, reservations and service coordination. Core strengths include Guest reception, Reservation systems and Guest communication. Selected examples describe the challenge, contribution and handover materials.

02 Professional experience

Jul 2022 – Present

Front Office Executive

Asterline Hospitality Group · Kochi

Delivered defined workstreams in guest reception, reservations and service coordination, coordinating reviewers and delivery partners.

- Reconciled reservation notes and prepared a shift briefing with relevant service owners.
- Introduced a clear handover record distinguishing completed, pending and escalated items.

Jul 2018 – Jun 2022

Front Office Executive

Northmere Hospitality Group · Kochi

Developed hands-on experience across guest reception, reservations and service coordination, with a defined review process.

- Used guest reception and billing coordination on assigned work; recorded decisions so colleagues could understand the approach.
- Prepared handover materials and incorporated specialist feedback before closing the workstream.

Jul 2015 – Jun 2018

Service Supervisor

Cedarfield Hospitality Group · Kochi

Built foundations through supported assignments, observation and practical feedback.

- Assisted with reservation systems and service recovery, checking work with an experienced reviewer.
- Kept organised work records and developed clear handover habits through supervised practice.

EXPERTISE

Core capabilities

Guest reception

Reservation systems

Guest communication

Billing coordination

Service recovery

Handover

SELECTED WORK

Arrival preparation desk

Arrival checklist and guest-request log

Front-desk handover

Shift handover and follow-up template

LANGUAGES

English - professional working

Hindi - professional working

CAREER CONTEXT

11 years in this illustrative career.

Three appointments.

Full work examples on page 2.

03 Service & culinary work

A warm welcome, with every detail ready.

WORK EXAMPLE 01 / ILLUSTRATIVE

Arrival preparation desk

Prepared for handover
Arrival checklist and guest-request log

Context
Guest requests were not consistently visible before arrival.

Contribution
Reconciled reservation notes and prepared a shift briefing with relevant service owners.

WORK EXAMPLE 02 / ILLUSTRATIVE

Front-desk handover

Prepared for handover
Shift handover and follow-up template

Context
Pending requests were lost between shifts.

Contribution
Introduced a clear handover record distinguishing completed, pending and escalated items.

04 Education

2013 – 2015

Diploma in Guest Services

Asterbridge Institute of Professional Studies

Specialist study with a practice focus on guest reception and reservation systems.

2009 – 2013

Bachelor-level study in the relevant discipline

Cedarhaven College of Applied Studies

Foundation study, practical assignments and supervised learning. Fictional institution and qualification record.

05 Professional development

2024

Guest reception - advanced practice workshop

Scenario exercises and peer review in guest reception, reservations and service coordination.

2025

Billing coordination - reflective practice seminar

Applied learning reviewed through a bounded example and a written reflection.

Continuing learning examples, not licences or independently verified certifications.

06 Practice & evidence notes

Work focus	Evidence status	Contribution scope
Guest reception, reservations and service coordination	Illustrative work descriptions; no source artefacts attached	Owned the stated workstream, not all team outcomes

Every employer and institution in this CV is fictional. The two work examples describe individual contributions; supporting artefacts and externally measured outcomes are not supplied. Replace example information with accurate records and permission-cleared work before using this CV.