



VIHAAN JOSHI

Front Office Executive

reception, reservations, guest communication

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FICTIONAL SAMPLE - all employers, qualifications and outcomes are illustrative and unverified.

EXECUTIVE SUMMARY

Front Office Executive with an illustrative 11-year career in hotel, restaurant, kitchen and guest-service operations. Combines reception, reservations, guest communication with disciplined documentation, practical coordination and clear communication. The sample career progresses from focused execution to independent workstream ownership, with responsibilities and boundaries described for each appointment.

Selected work includes arrival experience review, front desk handover and reservation quality check. These examples explain the original problem, individual contribution, deliverables, review approach and remaining limitations rather than relying on unsupported headline claims.

Prepared for experienced front office executive opportunities requiring dependable delivery, thoughtful professional judgement and collaboration. The qualification narrative includes Diploma in Guest Services. Every named organisation and outcome in this record is fictional; professional eligibility is not independently established.

AT A GLANCE

11 years

ILLUSTRATIVE CAREER

4

CAREER APPOINTMENTS

3

WORK EXAMPLES

2

EDUCATION RECORDS

CORE COMPETENCIES

reception / reservations

guest communication / billing coordination

service requests / handover

property systems / problem resolution

PROFESSIONAL MISSION

Turn a clear brief into dependable hotel, restaurant, kitchen and guest-service operations work: understand the context, apply reception and reservations, record the evidence and explain the limitations before handover.

Career family: Hospitality & Food Services | Snapshot: 2026-09-22

PROFESSIONAL EXPERIENCE / RECENT

Front Office Executive

Meridian Hospitality (fictional)

Jul 2024 - Present | Kochi, India

Independent ownership of scoped front office executive work, coordinating contributors and making review requirements explicit. Includes the first two selected work examples.

- Standardised welcome guidance and service coordination.
- Maintained concise status and ownership records.
- Led brief clarification and prioritised work using reception, reservations and guest communication. Raised unresolved constraints before committing to the next stage.
- Coordinated peer reviews and handover preparation; used a service or production plan to distinguish completed work, assumptions and follow-up needs.
- Supported colleagues with practical examples of billing coordination and maintained a concise learning record after important assignments.

Illustrative career responsibilities. Employer confirmation and underlying work records are not supplied.

Senior Front Office Executive

Northline Hospitality (fictional)

Jul 2020 - Jun 2024 | Kochi, India

Owned defined assignments and supported cross-functional coordination. Developed deeper practice in guest communication and billing coordination.

- Introduced pre-arrival verification routines.
- Translated incoming requirements into a sequenced plan and aligned responsibilities with the project or service owner.
- Applied service requests and handover to resolve delivery questions while maintaining source and decision notes.
- Introduced reusable working documents and reviewed exceptions with the responsible specialist rather than silently changing scope.
- Prepared a guest or operations review so the next team could understand the work and remaining questions.

Illustrative career responsibilities. Employer confirmation and underlying work records are not supplied.

PROFESSIONAL WORKING PRINCIPLES

- Plan the guest or production journey with clear service responsibilities.
- Maintain hygiene awareness, quality checks and documented escalation routines.
- Distinguish team output from personal responsibility and preserve service learning records.

PROFESSIONAL EXPERIENCE / EARLIER

Front Office Executive

Cedarbridge Hospitality (fictional)

Jul 2017 - Jun 2020 | Kochi, India

Progressed from supported tasks to independently managed assignments, with review available for unfamiliar or higher-risk decisions.

- Handled recurring work involving reception and reservations using a documented preparation and review process.
- Supported front desk handover by organising inputs, maintaining issue notes and incorporating reviewer feedback.
- Coordinated colleagues and internal stakeholders using concise status updates, clear questions and agreed next steps.
- Improved record consistency through property systems and documented handover expectations.

Illustrative career responsibilities. Employer confirmation and underlying work records are not supplied.

Assistant Front Office Executive

Cedarbridge Hospitality (fictional)

Jul 2015 - Jun 2017 | Kochi, India

Built practical foundations through supervised assignments, routine documentation and feedback from experienced colleagues.

- Assisted with reception and guest communication within an agreed scope and escalated unfamiliar work.
- Prepared inputs and checked completeness before passing work to the responsible reviewer.
- Maintained task records and learned to communicate assumptions, constraints and observed problems clearly.
- Applied review feedback to subsequent assignments and developed a dependable working routine.

Illustrative career responsibilities. Employer confirmation and underlying work records are not supplied.

SELECTED CONTRIBUTIONS

Arrival experience review. Standardised welcome guidance and service coordination. The achievement is the described workstream contribution; independent outcome evidence is not supplied.

Front desk handover. Maintained concise status and ownership records. The achievement is the described workstream contribution; independent outcome evidence is not supplied.

Reservation quality check. Introduced pre-arrival verification routines. The achievement is the described workstream contribution; independent outcome evidence is not supplied.

SELECTED WORK / 01

Arrival experience review

P1 | Jan 2025 - Jun 2025 | FICTIONAL WORK EXAMPLE

Context. Fictional internal work programme in hotel, restaurant, kitchen and guest-service operations; not a real client case study.

Problem. Guests received inconsistent information at check-in.

Objective. Create a workable response to this issue through reception, explicit review criteria and practical documentation. Agree the boundaries before execution and retain unresolved points for follow-up.

Contribution and ownership. Front Office Executive; owned the stated workstream, not the full organisation or every collaborator contribution.

- Standardised welcome guidance and service coordination.
- Prepared the scope with the commissioning team, identified unresolved inputs and used reception to turn the brief into a sequenced work package.
- Applied reservations and guest communication while coordinating reviews with the designated owner. Kept decision notes so collaborators could separate facts, assumptions and changes.
- Assembled the handover material, explained open limitations and agreed which items needed further review rather than presenting them as completed.

Methods. reception / reservations / guest communication / billing coordination

Deliverables. Arrival experience review - scoped brief; Arrival experience review - reviewed working package; Arrival experience review - handover and learning summary

Review. Reviewed the scoped output against the agreed brief, recorded exceptions and checked that key conclusions could be traced to observations. The review package calls for a service or production plan and a named human reviewer.

Illustrative outcome: the team adopted a repeatable approach for arrival experience review, with clearer ownership and reviewable records. This is a fictional qualitative result; no real performance measurement or external acceptance evidence is supplied.

Suggested evidence (not supplied): service or production plan; quality and handover checklist; guest or operations review.

SPECIALIST PRACTICE

Hospitality qualifications

The sample focuses on reception, reservations, guest communication. Approvals, supervision and specialist input are identified in each work package; work outside this scope is referred to the designated responsible person.

Peer learning and practical guidance. Created short examples on reception and billing coordination for colleagues. Separated personal preferences from agreed team procedures and recorded useful questions.

Review and handover discipline. Facilitated practical reviews of front desk handover, ensuring that unresolved issues retained a named owner rather than disappearing from final presentations.

Training and achievements are fictional; site-specific permissions and food-safety credentials require real verification.

SELECTED WORK / 02 AND 03

Front desk handover

P2 | Jan 2026 - Jun 2026 | Meridian Hospitality (fictional)

Problem. Unresolved requests disappeared between shifts.

Objective. Create a workable response to this issue through reservations, explicit review criteria and practical documentation. Agree the boundaries before execution and retain unresolved points for follow-up.

Ownership. Front Office Executive; owned the stated workstream, not the full organisation or every collaborator contribution.

- Maintained concise status and ownership records.
- Prepared the scope with the commissioning team, identified unresolved inputs and used guest communication to turn the brief into a sequenced work package.
- Applied billing coordination and service requests while coordinating reviews with the designated owner. Kept decision notes so collaborators could separate facts, assumptions and changes.
- Assembled the handover material, explained open limitations and agreed which items needed further review rather than presenting them as completed.

Methods. reservations / guest communication / billing coordination / service requests

Delivered. Front desk handover - scoped brief; Front desk handover - reviewed working package; Front desk handover - handover and learning summary

Illustrative outcome: the team adopted a repeatable approach for front desk handover, with clearer ownership and reviewable records. This is a fictional qualitative result; no real performance measurement or external acceptance evidence is supplied.

Suggested evidence (not supplied): service or production plan; quality and handover checklist; guest or operations review.

Reservation quality check

P3 | Jan 2021 - Jun 2021 | Northline Hospitality (fictional)

Problem. Booking details required repeated guest clarification.

Objective. Create a workable response to this issue through guest communication, explicit review criteria and practical documentation. Agree the boundaries before execution and retain unresolved points for follow-up.

Ownership. Front Office Executive; owned the stated workstream, not the full organisation or every collaborator contribution.

- Introduced pre-arrival verification routines.
- Prepared the scope with the commissioning team, identified unresolved inputs and used service requests to turn the brief into a sequenced work package.
- Applied handover and property systems while coordinating reviews with the designated owner. Kept decision notes so collaborators could separate facts, assumptions and changes.
- Assembled the handover material, explained open limitations and agreed which items needed further review rather than presenting them as completed.

Methods. guest communication / billing coordination / service requests / handover

Delivered. Reservation quality check - scoped brief; Reservation quality check - reviewed working package; Reservation quality check - handover and learning summary

Illustrative outcome: the team adopted a repeatable approach for reservation quality check, with clearer ownership and reviewable records. This is a fictional qualitative result; no real performance measurement or external acceptance evidence is supplied.

Suggested evidence (not supplied): service or production plan; quality and handover checklist; guest or operations review.

EDUCATION AND SPECIALIST LEARNING

Diploma in Guest Services

Asterbridge Institute of Professional Studies (fictional institution)
Jul 2014 - May 2015 | completed - fictional record
Focus: reception, reservations, billing coordination. Specialist study on arrival experience review; an illustrative learning project, not a published result.

Bachelor's in Hotel Management

Cedarhaven College of Applied Studies (fictional institution)
Jul 2011 - May 2014 | completed - fictional record
Focus: guest communication, service requests, handover. Applied coursework in reception, documentation and reviewed practical assignments.

CONTINUING PROFESSIONAL DEVELOPMENT

Guest communication workshop (2023). Reception and billing coordination in the context of front office executive work. Used reflective exercises and a bounded practice example related to arrival experience review.

Food and service quality practicum (2024). Reservations and service requests in the context of front office executive work. Used reflective exercises and a bounded practice example related to front desk handover.

Team shift coordination lab (2025). Guest communication and handover in the context of front office executive work. Used reflective exercises and a bounded practice example related to reservation quality check.

Provider for these illustrative learning records: Meridian Professional Learning Studio (fictional). Not a licence or certification.

LANGUAGES AND WORKING PREFERENCES

English and Hindi - professional working proficiency in this fictional record.

Work arrangement: onsite or hybrid by role requirements. Relocation: open to discussion - sample preference.

Availability: not confirmed; discuss before an interview.

CREDENTIAL AND EVIDENCE STATUS

Training and achievements are fictional; site-specific permissions and food-safety credentials require real verification.

Synthetic qualification and institution names illustrate profile fields only; they are not a validated qualification route or recognised accreditation claim.

No real referee, endorsement, award, publication, membership or licence is supplied.

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Contact placeholder: vihaan.joshi@example.com. No phone, live profile URL or verified reference is supplied.

Complete machine-readable data: profile.json. Interactive companion: portfolio.html. Reference CV used for structure only; this is not Ajay Prajapat's biography.