

# WILMA FRANCIS

## Guest Experience | Hospitality Operations

+91 9207447237

alphonsawilma@gmail.com

Karnataka, India



### SUMMARY

Hospitality professional with over 7 years of experience in guest relations, front office operations, and customer service. Skilled in delivering exceptional guest experiences, managing VIP services, and resolving complaints. Committed to ensuring guest satisfaction and memorable stays.

### EXPERIENCE

#### Island Host

##### Cinnamon Hakuraa Huraa Maldives | Jul 2022 – Present

- Greet guests, manage check-ins, and ensure personalized experiences.
- Coordinate with airport concierge and seaplane services for guest transfers.
- Handle guest requests, emails, and special occasions to enhance satisfaction.

#### Team Leader – Front Office

##### Grand Hyatt Kochi Bolgatty | Nov 2021 – May 2022

#### Guest Relation Executive (Pre-opening Team)

##### Grand Hyatt Kochi Bolgatty | Jan 2018 – Nov 2021

- Managed front office operations, VIP services, and personalized guest experiences.
- Ensured smooth check-ins, room allocations, and complaint resolution.
- Promoted in-house services and handled loyalty program enrolments.

#### Guest Service Associate – Front Desk

##### Club Mahindra Resorts | Mar 2016 – Jan 2018

- Managed check-ins, cash handling, and guest inquiries.
- Provided resort information and ensured memorable stays.

#### Guest Service Agent

##### Air India SATS | Mar 2014 – Apr 2015

- Managed check-in, boarding, and guest assistance with a focus on frequent flyers.

### EDUCATION

#### Bachelor of Business Management

Kuvempu University

#### Diploma in Airport Airline Management

Inflight Aviation and Tourism Academy

### KEY ACHIEVEMENTS

#### Cinnamon Hakuraa Huraa Maldives

- Winner of Hearts 2025
- Highflyer of the month – Feb 2025
- Winner of Hearts 2024
- Winner of Hearts 2023

#### Grand Hyatt Kochi Bolgatty

- Hystar – 2nd Quarter 2019

### SKILLS

- Guest relations & Front office operations.
- VIP services & Complaint resolution.
- Team Leadership & Training.
- Cross-functional collaboration.

### SYSTEM KNOWLEDGE

- Opera
- Opera Cloud
- SAP TMS
- MS - Office

### LANGUAGES

- English
- Kannada
- Malayalam
- Tamil
- Hindi
- Tulu