Anjana Gurung

FRONT OFFICE SUPERVISOR

anjana.gurung@example.com · +977 98XXXXXXXX · Lakeside, Pokhara · linkedin.com/in/anjanagurung

PROFILE

Hospitality professional with six years in front office at four-star and boutique properties in Pokhara and Kathmandu. Currently supervises a three-person desk at a 90-room hotel running 85% occupancy in season. Handles OTA and direct booking systems, guest complaints and night audit. Speaks Nepali, English, Hindi and working Japanese.

EXPERIENCE

Front Office Supervisor — Kartik 2080 – Present
Four-star hotel, 90 rooms · Lakeside, Pokhara

- Supervise a three-person front desk across two shifts at 85% peak-season occupancy
- Manage OTA channels and direct bookings; reduced double-booking incidents to zero over two seasons
- Handle guest complaints at first line, escalating around one in ten to management
- Run night audit and daily revenue reporting for the property

Front Office Assistant — Baishakh 2077 – Ashoj 2080
Boutique hotel, 24 rooms · Thamel, Kathmandu

- Handled check-in and check-out for around 40 guests a day in season
- Arranged trekking permits, airport pick-ups and domestic flight bookings for guests
- Managed the property's TripAdvisor and Booking.com responses

LANGUAGES

Nepali	Native
English	Professional
Hindi	Professional
Japanese	Working

SKILLS

- Front office / PMS software
- OTA channel management
- Guest complaint handling
- Night audit and reporting
- Team supervision

EDUCATION

Bachelor in Hotel Management (BHM) — 2073 – 2077
Pokhara University affiliated college · Pokhara
Industrial training at a five-star property in Kathmandu.

CERTIFICATIONS

Food safety and hygiene training — 2081
Hotel Association Nepal

Sample from careerkyt.com — make your own free

Japanese language N5
Language institute

2079

Sample from careerkyt.com — make your own free