Curriculum Vitae

PERSONAL INFORMATION

Anjana Gurung

Front Office Supervisor

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Lakeside, Pokhara

linkedin.com/in/anjanagurung

Date of birth 14 March 1995 | Nationality Nepali

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

Oct 2023 – Present

Front Office Supervisor

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

Apr 2020 – Sep 2023

Front Office Assistant

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	Mother tongue
English	B2 — independent user
Hindi	B2 — independent user
Japanese	B2 — independent user

SKILLS

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

EDUCATION

2016 – 2020

Bachelor in Hotel Management (BHM)

Pokhara University affiliated college, Pokhara

Industrial training at a five-star property in Kathmandu.

CERTIFICATIONS

2024 **Food safety and hygiene training**
Hotel Association Nepal

2022 **Japanese language N5**
Language institute