**Resume**

Gender:Female

Marital status:-Single

Date of Birth:-12 Dec-1991

Place of birth:- India.

Religion:-Hindu.

**OBJECTIVE:**

To work in service industry by utilizing my strength for growth of organization.

**EDUCATION:**

* In 2007 passed out Matriculation from Sant Nandlal Smriti Vidya Mandir,Ghatsila with 77%.
* In 2009 passed out Higher Secondary from Sant Nandlal Smriti Vidya Mandir,Ghatsila with 68%.
* In 2011 finished diploma course in Aviation, Hospitality & Travel Management from Frankfinn Institute of Airhostess & Training-India.

**WORK EXPERIENCE:**

* Joined in preopening team of Sofitel Luxury Hotel, Mumbai as a front office ambassador in Guest Services department in June 2011.
* Promoted to guest Relation department in Sofitel Mumbai Luxury hotel in April 2012.
* Working with Emirates Flight Catering in F&B department as a lounge hostess in Emirates First Class Lounge in Dubai International Airport,Terminal-3 since June 2012.

**DUTIES:In Sofitel Luxury Hotel as Guest Services Ambassador**

* Handling all internal departments & external guest phone calls.
* Working in Opera system regarding Guest services.
* Taking In Room Dining orders and sending through Micros System to F&B department.
* Handling Restaurant reservation and Banquet reservation calls.

**DUTIES:In Sofitel Luxury Hotels as Guest Relation Ambassador**

* After checking of guest, escorting guest to room along with key and explain the rooming.
* Conversation with guest to make them feel comfortable and inquiring if they have some special request such as wakeup calls.
* Collecting all guest details including documents and save it on system.
* Handling guest complaints being patient.

**DUTIES:In Emirates First Class Lounge as Hostess**

* Greeting guest, escorting them to the table in fine dining area.
* While escorting, explaining facilities and food available in the lounge presenting menu.
* Taking beverage order and food orders.
* Trying to exceed guest expectations by providing personalized services.

**SKILLS & ATTRIBUTES**

* Excellent in communication skills.
* Ability to handle guest and exceeding their expectations.
* Smart organized and dedicated with strong interpersonal skills.
* MS Office Proficient( Internet, Email handling).
* Ability and willingness to learn more on job.



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