# PURRYAG

#### **PERSONAL DETAIL**

Current Location : Dubai

Nationality : Mauritian

Date of Birth : 31.07.1990

Civil Status : Single

Languages Spoken : English, French, German, Hindi.

Email : purryag.267170@2freemail.com

#### **SUMMARY**

Having experience in the administration, customer services, receptionists and hotel industries over 4 years. Skills in all the aspects: filling, office administrations. Ability to communicate effectively both verbally and in writing at all levels of the organization with partners, clients and with service users. Coordinating with the staff. Ability to supervise and provide management support to a team.

Successful at improving customer satisfaction ratings through exemplary service. Moreover, I am reliable, motivated and willing to go the extra mile to increase guest satisfaction and comfort.Ability to embrace change and work with, motivate and lead a team

#### **HIGHLIGHTS**

* Exceptional customer service
* My name has been mention several times in booking.com and trip advisor
* Conflict resolution
* To build my career with an organization that I will be able to prove my skills as aleader and in office administration.
* Personal supervision
* Responds positively to new ideas and change, proactive and solution
* Ability to work under your own initiative and support the frontline staff to deliver a high-quality service.
* Ability to work alone without direct supervision

#### **EXPERIENCE**

**Bagnodesign**

December 2016 – until present

**Customer Service Supervisor**

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem
* Generating sales leads
* Identifying and assessing customers’ needs to achieve satisfaction

**Damac Maison Canal Views, Hospitality Hotel Apartments (PRE-OPENING TEAM)**

July 2014 – November 2016

**Concierge Supervisor**

* To keep the working area clean as it is the first place for the guest to see
* Replying to mail about guest queries
* Performs various Human Resources responsibilities for the concierge department including the preparation of work schedules and to maximize the effectiveness of the department
* To provide a comprehensive and high level of customer service by being vigilant, alert, proactive, approachable and responsive to the needs of the service users at all times
* Provide reports at the end of each month
* To carry out necessary procedures in connection with disciplinary and grievance policies
* To ensure the Concierge team understand and follow all policies, procedures and practices
* To monitor Concierge staff performance through monthly supervision identifying needs such as training

**Front Desk Agent**

* Deliver a good and professional work and customer service towards the guest
* Keep the work area clean
* Showing the hotel facilities to the guest
* Making sure at the end of the shit the guest details has been correctly uploaded to their respective profile
* Make reservations over the phone and in person
* Perform accurate check-ins and check-outs of guests daily
* Answering phone calls
* Run daily reports to check reservations for accuracy and identify any special requests
* Responsible for a cash float throughout your shift and ensuring it balances correctly at the end of shift
* To take the guest requests and queries in a professional way.

**Grant Hyatt Doha -Qatar**

August 2013 to July 2014

**Guest Service Agent**

* Exceptional interpersonal skills to enhance the service standards
* Excellent communication, guest service and time management skills
* Always greet guests in a friendly and professional manner
* Engage each guest as a unique individual and listen attentively to their requests
* Answer the telephone in a timely and professional manner
* Listen to guest’s complaints or concerns and resolve their issue in a timely manner
* Review previous shift activity with the departing shift Guest Services Agent
* Check hotel activity (arrivals, departures, special requests) and communicate information to the appropriate departments
* Direct phone calls as necessary
* Keep track of Lost & Found items
* Program wake-up calls
* Arrange meeting rooms

**Mauritius Duty Free Paradise: SSR International Airport**

November 2012 - January 2013

 **Customer Care Executive**

* Help and support passengers in the airport
* Able to respond quickly and efficiently to customer requests
* Attracts potential customers by answering product and service questions; suggesting information about other products and services
* Ability to handle pressure
* Efficient dealing of complaints to completion and enabling satisfaction of customer.
* Rendering useful administrative support to other members of the customer care

**Yukadi Villages le Logis France**

April 2012 to August 2012

**Receptionist/Guest Relations/ Eventscoordinator**

* Check-in / check- out of the guest
* Handling Cash during closing and opening
* Organizing of events
* Respond to public inquiries
* Open and date stamp all general correspondence
* Answer all incoming calls and handle caller’s inquiries whenever possible

#### **EDUCATION**

Ecole hôtelière Sir Gaëtan Duval Year 2011-2013

* Diploma in Tourism Management (Coursework in Hospitality and Tourism Management, Coursework in Hotel Operations, Management Hotel, Management coursework)

Présidency College boy’s department Year 2010

* Higher School Certificate

Présidency College girl’s department Year 2008

* School Certificate (*Equivalent au brevet*)

**TRAININGS**

Service recovery

Time and Task Management

Service Excellence

Competency Overview & Performance Development

Personal grooming

Luxury at your service

#### **SYSTEM**

Microsoft Office (Word, Excel, PowerPoint)

Opera

Triton

Amadeus

AX