**RESUME**

**Pranjal**

**DOB:** 8th April 1990

**Email:** pranjal.283719@2freemail.com

**Objective:** Obtain a good position in well and established organization, which enables me to use my organizational skills and ability of work with team.

**Area of Interest –**

* Reception
* Reservations
* Cashiering

**Work Experience –**

* Five years job experience of Hotel industry / Front Office Department.
* Currently working in Winchester Hotel, Dubai, UAE. As a Front Desk Agent. (From 6th June 2014 – Till Date)
* Worked in Hotel Lemon Tree, Pune, India (5 Star) As a Front Desk Agent.

(6th April 2013 – 2nd May 2014)

* Worked in Hotel ST LAURN, Pune, India (4 Star). As a Front Office Supervisor. (15th November 2011 – 1st April 2013)
* Worked in Hotel Studio Estique, Pune, India.(4 Star) As a Guest Service Associate. (6th June 2010 – 2nd November 2011)
* Completed six months industrial training in Hotel Emerald Park, Nasik, India.

(4 Star) Also worked in Hotel Emerald Park, As a Front Office Assistant.

(11th May 2009 – 9th May 2010)

**Qualification –**

* Completed HOTEL MANAGEMENT Course,

 From KOHINOOR COLLEGE OF HOTEL MANAGEMENT, RATNAGIRI.

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| ***No.*** | ***Degree*** | ***University*** | ***Year*** |
| *1* | *Hotel Management* | *Maharashtra Board* | *May 2009* |
| *2* | *H.S.C* | *Kolhapur* | *May 2008* |
| *3* | *S.S.C* | *Kolhapur* | *May 2006* |

**Technical Skills–**

* Have knowledge of IDS Software, Protel Software, Opera Software and

MSHB Software with proper handling procedure.

* Have knowledge of GSTS (Guest satisfaction tracking system).
* Have knowledge of DTCM & CID online system. (Dubai Govt.)
* Have all knowledge of Ms Office, Excel, Outlook express, Tally.
* Completed DCGA Six months Diploma Course of Computer Software’s.
* Can handle all telephone enquiries and also handle guest queries.
* Have knowledge of telephone etiquettes.
* Have very good communication skill.
* Can take all types booking, check-in & check-out of Guests.
* Handling Guests & taking their feed backs.
* Have knowledge of group check-in & c-out.
* Have knowledge of Currency Exchange.
* Have knowledge of Situations handling.
* Have good knowledge of Night Auditing.

**Responsibilities –**

* Co-operate with all sections of Front Office Department.
* Taking Check-In and Check-Out of Guest Rooms.
* Taking Feed backs of the guests during Check-outs.
* Solving queries of the Guests.
* Handle Cashiering & Bill settlements.
* Night auditing & preparing reports of currency exchange, Transportation,

No-shows, Occupancy analysis etc.

* Making reservations as per the booking taken by Sales office / Front Office.
* Supervise and oversee all the duties performed by all employees of Front Office.
* Make sure that all employees complete their essential tasks before leaving.
* Assist with any problem in scheduled shifts & the night shift also.
* Conscientious and correct execution of the Team Leaders instructions.

**Certifications & Achievement -**

* Successfully completed Lemon Tree Hotel 101 training program.

**Language Ability -**

* **English :** Excellent
* **Hindi :** Excellent
* **Marathi :** Excellent

**Personal Details -**

* Date of Birth – 8th April 1990
* Gender - Male
* Height - 5.5 inches
* Weight - 54 KG
* Languages Known - English, Hindi, Marathi, Basic Arabic.
* Nationality - Indian
* Visa – Labour Visa.

I hereby declare that above mentioned data is true and correct to best of Knowledge & belief.

Place -

Date -