

**RADHIKA**

[**RADHIKA.301851@2freemail.com**](mailto:RADHIKA.301851@2freemail.com)

**OBJECTIVE**

TobeasassettotheorganizationofwhichIwillbeapart,contributingtowardsitsdevelopmentandtoseek opportunitiesforgrowthintermsofcareer,byworkingina performancedrivenorganizationof repute.

**AREASOFINTEREST**

***Front Office***

***Reservation***

***GuestRelations***

**JOB EXPERIENCE**

**Oriental Palace Hotel Apartments, Dubai**

Tenure: Two months

Department: Front Office

Designation: Front office In charge

**TheLemontreeHotels, Bangalore**

***Tenure: 1 Year (14th February, 2015 to 10th February, 2016) Designation: Assistant Manager Front Office***

***Department: Front Office***

**JobDescription**:

* Assist Front Office Manager in supervising daily front desk activities according to the established guidelines.
* Prioritize and delegate daily work responsibilities to front desk staff.
* Train and guide front desk staffs to provide quality customer services.
* Manage staffing schedules, shift changes, payrolls, and labor costs.
* Resolve guest issues and enquiries to ensure guest satisfaction.
* Schedule front desk meeting to identify and resolve operational issues, accounting variances, and housekeeping discrepancies.
* Develop and implement strategies for bell desk, front office and parking.
* Ensure that facility is maintained clean, neat, safe and secure

**Confident Group Hotel Bangalore**

***Tenure: 01 year four months (17/09/2012 to 23/01/2014) Designation: Lobby Manager***

***Department: Front Office***

**JobDescription:**

* Greets the VIP guests of the hotel. As directed by the Front office Manager, Performs special services for VIP guests.
* Assists in VIP’s arrival departure in absence of guest relation officers.
* Check cleanliness of front office staff, check if in proper and orderly appearance and behavior.
* Checks on registration cards of arriving guests and ensures all information should be filled on each cards either by Guest Relation Officers or the guests.
* Checks group department, fit and ensure switchboard makes appropriate wake up calls.
* Handles guest complaints and other related problems and reports on the Assistant Manager’s log book.
* Promotes and maintains good public relations.
* Motivates and maintains good staff relations.

**ITC Fortune Select JP Cosmos, Bangalore**

***Tenure: 01 year 09 Months (13/12/2010 to 20/08/2012)***

***Designation: Front Office Supervisor***

***Department: Front Office***

**Tuli Imperial Hotel, Nagpur**

***Tenure: Six Months Experience (06/07/2010 to05/12/2010) Designation: Front Office Assistant***

***Department: Front Office***

**Job Description:**

* Co-coordinating with the travel desk to arrange for the guest pick up & drops.
* Ensuring smooth C/In and C/Out process of all guests, maintaining the standard procedure.
* Meeting the request of guest and fulfilling the request.
* Arranging things in prior of group arrivals to have a smooth stay of the group.
* Attending to guest complaints if any & solving it without any delay
* Ensuring sufficient quantities of stationery in Front Office for day to day operation.
* Coordinating with Housekeeping and other departments to meet guest request if any.
* Cashiering
* Ensure smooth & comfortable stay of the guests.
* Giving courtesy calls to each & every guest after they check in to enquire about their stay.
* Day to day operation related work.
* Making the welcome letters.
* Arranging for VIP Arrivals like Arti-tikka, special welcome drinks, fruit baskets etc.
* Coordinating with other departments to get the VIPs Amenities read
* Taking guest around the property for a show round.
* Handling guest & taking their feedbacks
* Taking Check in & Check out
* Assigns and Approves Duty roster for all Front desk staffs

**EDUCATIONAL QUALIFICATION**

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| --- | --- | --- |
| **Name of**  **Exam/Board** | **Name of**  **Institution** | **Date of Passing** |
| SSLC | Hill View  Secondary  School (Shillong) | 2006 |
| PUC | Kendriya Vidhyalaya EAC (Shillong) | 2008 |
| BSc Hotel and Catering Management | Durgapur Educational society (W.B) | 2011 |

**ACHIEVEMENTS AND EXTRA-CURRICULAR ACTIVITIES**

* Organized food festivals in College DES Durgapur (W.B)
* Organized staff parties and recreational programs in Tuli Imperial (Nagpur)
* Organized outdoor catering in private parties in Durgapur.
* Got appreciation from ITC Fortune Select JP Cosmos for the hard work and guest relations.
* Got Appreciation Certificate and a badge from ITC for dedication towards work and guest feedback.

**INTERNSHIP/WORK EXPERIENCE**

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| **ORGANIZATION** | **WORK DESCRIPTION** |
| Ajanta Ambassador,  Aurangabad, Maharashtra | * Worked in Four major departments – Front Office, Food & Beverage Service, Food & Beverage Production and Housekeeping * Worked in Food & Beverage Control. * Specialization in Front Office for 3 months. |
| Peerless Inn,  Kolkata (WB) | * One Month Vocational training in F&B. |
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**LANGUAGES**

* English, Bengali, Hindi and Nepali

**COMPUTER SKILLS**

* Windows XP 2000, 98, etc
* MS Office XP, 2000, etc
* IDS Software
* WIN HMS & HMS
* OPERA
* PROTAL

**STRENGTHS**

* Motivated to be able to give the best
* Communication skills
* Confident
* Ability to handle guests.
* Accept challenges & problem solving skill.
* Believes in team work.
* Ability to deal with people.
* Capable to work hard and adapt well to the changes and pressures in the work place.
* Trustable & believe in hard work.

**PERSONAL DETAILS**

* Date of Birth : 1st January 1989
* Sex : Female
* Nationality : Indian
* Marital Status : Single
* Vision : Normal.