Abhishek

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LANGUAGES-ENGLISH, HINDI, MARATHI, FRENCH.

PROFESSIONAL OBJECTIVE

* To attain organizational goals with sincerity and dedication, shaping my hospitality carrier with a professional approach in the right direction.
* To handle responsibilities with a motive to achieve results and focusing on guest satisfaction.
* Working with an organization giving due credits and learning with adequate knowledge to climb the ladder of success in my industry.

ACADEMIC QUALIFICATION

* BSC Degree in Hospitality studies (Rizvi College of Hospitality Studies) with an aggregate of 71% (MUMBAI UNIVERSITY) in the year 2014.
* HSC (Thakur College of Science & Commerce) with an aggregate of 73% (MAHARASHTRA BOARD) in the year 2011.
* SSC (Yashodham High School) passed with an aggregate of 77% (MAHARASHTRA BOARD) in the year 2009.

WORK EXPERIENCE

* Currently working with Al Dubai, as Front Desk Agent from October 2015 -Present.
* Worked as a Front Desk Agent with Regal Plaza, from November 2014 -September 2015.
* Specialized in Food & Beverage and Front Office Department for 6 months under Mumbai University in the year 2013.
* Completed Summer Internship Program with Oberoi Group of Hotels in Four core Departments-Front Office, Food & Beverage Service, Main Kitchens & Housekeeping in the year 2011.

ACHIEVEMENTS

* Best performance of the month (May)2016 as Front Desk Agent
* Received Highest Up seller Runner Up Prize.
* Appreciation Letter from General Manager for Excellent Guest Service Representative.
* Represented School in Harris Shield, Giles Shield, DSO Tournament and Captained School Cricket Team in Khichadiya Tournament.
* Won accolades in Sports Quiz, General Knowledge Quiz and Collage Making by finishing First in both competitions and Third respectively.
* Highest Subject scorer in Front Office in SYBSC HS in the college.
* Lead as F&B Manager in theme Night -BON COMIDU with a team of 12 members.
* Received a HYSTAR for handling busy operations for the month of November in Grand Hyatt Mumbai.
* Selected as a Marketing Manager for Comida Fiesta-2014 and received sponsorship of 65,000 from KKCL, Bisleri , LIC.

# WORK SKILLS

* Trained in Front Office Department in Trident BKC with Guest Handling, Making Newspaper Reports, Basic Handling of Opera System, Bell Desk.
* Trained in In-Room Dining for 6 months receiving Guest Comments for efficient service, Setting up of Trays & Trolleys for Breakfast, Checking POS system, Aboyeur and Setting of amenities for VIP Clienteles.
* Trained in Housekeeping and Main Kitchen for 4 weeks respectively, with gaining adequate knowledge of cleaning rooms and sections like Laundry, Flower Room and Linen supply to outlets. Worked in Main Kitchen with primary tasks in Commissary and Garde Manger (Cold Kitchen).
* Handled Front Desk with SOP’S applied in Check-in, Check-out, Guest Reservations, Interacting with Diamond Card Holders, Opera system and handling cash floats.
* Worked as a Grand Club Lounge attendant with responsibilities of Breakfast Handling, Cocktails hours and setting up of Lounge extensively for Grand Club card Holders.
* Currently Handling Reception with responsibilities of cash handling, Attending Telephone calls, Making Room Reservations along with Club Reservations for Tables, Check in & Check out Procedures, Handling Guest Problems with efficiency and promoting Guest Satisfaction.
* Assigning duties of a night manager by Checking Reports, Smooth Functioning of Night Run, CC Refunds, and Solving Guest Problems as a Representative of Front Desk at Night, Assisting Night Manager with all Reports and Criteria for Night Audit.
* Maintaining City Ledgers for Groups, Government Organizations and VVIPs checking in.
* Handled 150 Group check-in for Several Airlines without any prior information.

I the undersigned hereby claim the following information is accurate and Document proofs will be provided on request.