**RESUME**



**Name: Anisha**

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**OBJECTIVE:**

To achieve high carrier growth through a continuous learning process and keep myself dynamic, visionary and competitive with the changing scenario of the world.

**Key Strength**:

* Positive Attitude.
* Team Work.
* Punctuality.
* Strong Work Ethic.

**EDUCATIONAL ATTAINMENT:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr.** |  | **YEAR OF** | **BOARD/UNIVERSITY** | **PERCENTAGE/CLASS** |
|  | **QUALIFICATION.** | **PASSING.** |  |  |
|  |  |  |  |  |
| **1.** | **Hotel Management** | **2011-13** | **Pune** | **First Class** |
| **2.** | **H.S.C** | **2010-11** | **Pune** | **Second Class** |
| **3.** | **S.S.C** | **2008-09** | **Pune** | **75.53** |

**Other Qualification:**

➢ MS-CIT, Advance Excel, MS-Office

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**Extra-Curricular Activities:**

➢ International Work Experience ➢ State Fencing Player.

➢ State Throw ball Player.

**PERSONAL INFORMATION:**

**Birth place**: Solapur .

**Civil Status**: Single

**Nationality/ Citizenship**: Indian

**LANGUAGES KNOWN**:

* English.
* Hindi.
* Marathi.
* Telugu.
* Basic Malay.

**Professional Experience:-**

1. **Capita (Ventura India Pvt Ltd) :** 
   * **Position: - Admin& Front Office Executive:**

**Job Description: -**

* Manage all incoming and outgoing calls including distribution.
* Punching invoices and all bills on online tracker.
* Greet Customers on arrival, receive, inform and guide visitors including the coordination with employees.
* Look after house-keeping supplies.
* Responsible for maintaining the telephone registers including call tracking.
* Provide assistance with general administrative duties.
* Responsible for the upkeep of the front office, including newspapers and subscriptions.
* Provide assistance with the Help Desk as required.
* Ensure all Security log books are completed
* Coordinate for flower arrangements.
* Manage conference room facilities.
* Assist Security in ensuring only authorized persons access the facility.
* Issue Visitor and Vendor passes as required.
* Assist with Mail Room Activities.
* Printing and Stationary Requirements.
* Deal directly with Housekeeping Issues relating to the Front Office.
* Travel Arrangements, including Hotel Bookings
* Arrange for Cab Bookings.

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**2. Prince Hotel and Residence Kuala Lumpur :**

* **Position: - Guest Service officer and Telephone Operator. (16-10-2013 to 16-10-2014)**

**Job Description:-**

* Greets, registers, and assigns rooms to guests.
* Issues room key to guest.
* Responsible for proper key control and other security measures.
* Answers telephones in telephone operator room.
* Transmits and receives telephone messages and sets up guests’ wake-up calls.
* Answers inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions.
* Keep records of room availability and guests’ accounts. Operates the front office computer system. Makes photocopies if needed.
* Makes and confirms reservations.
* Posts charges such as room, food, liquor, or telephone, to guest folio.
* Makes restaurant, transportation, or entertainment reservations for guests
* Deposits guests’ valuables in hotel safe or safe deposit box.
* Checks out guests and inquires about their stay.
* Provides and ensures high-quality guest relations. Receives and resolves guest complaints in a manner consistent with company policy. Makes Manager on Duty aware of any guest complaints.
* Maintains the desired levels of quality assurance ratings, including guest comment cards, accounting audit and inspection scores..
* Adheres to all safety procedures and informs management of any unsafe conditions.
* Attends meetings and training as requested.

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1. **Hotel Royal Orchid Central :** 
   * **Position: - Front Office Associate: (02-01-2013 to 02-06-2013)**

**Job Description:-**

* Register guests and assigns rooms. Accommodates special requests whenever possible.
* Understands room status and room status tracking.
* Coordinating room status updates with the housekeeping department by notification housekeeping of all check outs, late checkouts, early check-ins, special requests, and day use rooms.
* File room keys ( only for manual room key hotels)
* Process guest check-outs.
* Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange,
* Attending department meetings.
* Reporting any unusual occurrences or requests to the manager or assistant manager.
* Marinating the cleanliness and neatness of the front desk