**Sangeeta**

**Email:** **sangeeta.370156@2freemail.com**

**Career Objective:-**

Seeking a career opportunity where I can utilize my educational learning’s and experience to contribute effectively to the growth and benefits of the Organization and for within myself.

**Career Synopsis:-**

* Focused and Confident professional **in Hospitality** and specialization in **Human Resource**.
* Hands on experience of working with the **pre-opening team of Waldorf Astoria, Ras al Khaimah.**
* Result oriented individual with good communication skills.

**Professional Learning:-**

**Cross Exposure in Human Resource Department** with **Hilton Al Hamra Fort.**

* Team Member Visa Processing.
* How to do insurance.
* Team Member File Making.
* How to apply for the leave and tickets & Transport Arrangement.
* How to arrange the accommodation.
* How to work in E-doc & Oasys.
* How to take Personal Development Plan (PDR) .
* How to do finger Print Management.
* How to do Name Batch.
* How to save HR Report Monthly Basic.
* How to make manning tracking report.

**Work Experience:-**

**Company Name: - XCLUSIVE GROUP OF HOTEL APARTMENTS, Dubai, UAE Joined as -HR Secretary**

**From Jan 14th 2015 till June 5th 2015,**

**Promoted as Admin & Hr. Coordinator**

**From June6th 2015 till July 19th 2016.**

**Currently working as Admin & Hr. Supervisor**

**Key Responsibility Areas:-**

* Welcomes new employees to the organization by conducting orientation.
* Provides payroll information by collecting time and attendance records.
* Submits employee data reports by assembling, preparing, and analyzing data.
* Maintains employee information by entering and updating employment and status-change data.
* Explain company personnel policies, benefits, and procedures to employees or job applicants.
* Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications.
* Prepare badges, passes, and identification cards, and perform other security-related duties.

**Company Name: - Waldorf Astoria, Ras al Khaimah, UAE**

**Designation: -Sr. Receptionist**

**Duration: -**July 07th2013–Jan 05th2015

**Key Responsibility Areas:-**

* Take over from the previous shift and obtain information at the beginning of the shift on all relevant information on business volume, VIP guests.
* Check the meeting rooms before the start of the event in co-operation with Sales.
* Know how to deal with telephone calls properly.
* Secretarial service for guests.
* Taking care of all meeting in business center.
* Assist guest with their queries related to computer
* Making all report related to banquets & meeting rooms.
* Assist with translations (information: guest directory; menus etc.) as required.

**Company Name: - The Park Hotel, Chennai**

**Designation: - Hostess**

**Duration: -** Nov 5th2012- June07th2013

**Key Responsibility Areas:-**

* Acting as the first point of contact of the restaurant.
* Greeting and welcoming guests, allocating tables and initiate the dining experiences as per standard.
* Handling table reservations, cashiering and hostess desk simultaneously with equal ease. Follow and implement the SOP
* Follow company rules and regulation and grooming disciplines.
* Tracking guest data sheet on daily basis.

**Company Name: -Vivanta by Taj Connemara Hotel, Chennai, India**

**Designation: - Hostess**

**Duration: - Feb 02nd 2012- Oct 30th 2012**

**Key Responsibility Areas:-**

* Reviewing of Restaurant Logbook daily to monitor all activities.
* Efficient in working with Fidelio, Galileo, Showman& HMS.
* Ensuring effective inter & intra department communication in order to run department functions effectively & achieving accuracy in all functions & all levels.

**Company Name: -Comfort Inn, Bhatinda, India**

**Designation: - IRD Order Taker**

**Duration: - July 14th 2010 – Dec 25th 2011**

**Key Responsibility Areas:-**

* Accurately take Guest orders by means of Phone, ensure that Guest name, Room number, time of Guest order and Delivery timings are clearly registered. Follow established phone courtesy standards and actively sell food and beverage using up-selling techniques. Receive guest restaurant reservations and requests for “Private Dining Room” according to established hotel standards.
* Input Guest orders in Micros and issue guest check for each order. Ensure all special guest requests are very well explained to the kitchen via Micros. In case of guests with dietary restrictions inform the Manager on duty and the Chef.
* Monitor guest orders and ensure that all guest orders are delivered within the quoted time The Guest order tickets should have both what time the order was taken and the delivery time.

Maintain the pick-up log and follow up with service staff for tray pick-ups

**Company Name: -Jupiter Hotel, Nasik, India**

**Department:** - All the major department (Food Production, FnB Service, Front Office and HK)

**Designation: -**Operational Trainee

**Duration: -Dec 01st 2009 -** **May 25th 2010**

**Key Responsibility Areas:-**

**Food Production:**

* Assisting the kitchen team to prepare the mis-en-place for the operation
* Helping the team in store pick up
* Ensuring the cleanliness and hygienic conditions in the kitchen

**Food and Beverage Service:**

* Identifying the customer needs and anticipating the needs of the guest
* Assisting the FnB team to in the operation
* Taking care of the guest orders at the kitchen counter and to make sure to deliver the food to the service counter according to the delivery time
* Assisting the team in the mis-en-place and in the clearance for the outlet

**Guest Service Management:**

* Welcoming ,receiving and escorting the guest the guest during the check in
* Assisting the guest with the luggage to the room
* Placing the welcome letter in the rooms prior to the guest arrival
* Handling the guest calls
* Placing Newspaper to the rooms in the Early morning
* Assisting the guest during their check out from the Hotel

**Housekeeping:**

* Assisting the team to make the rooms ready for arrival, departure and occupied rooms on the floor
* Handling the Housekeeping Control desk
* Assisting the team in the public area to ensure the standard of cleanliness and hygienic conditions in the premises

**Achievements:-**

* **HACCP** training From **Food Safety Training Solutions,UAE**.
* **Creating Memorable Moment** training from **Waldorf Astoria, Ras Al khaimah, UAE**.
* **True Waldorf service** training from **Waldorf Astoria, Ras Al khaimah UAE**.
* Awarded by **Edexcel of U.K.** from Jabalpur in 2010
* Completed certification course in **First Aid** from **St. John’s Ambulance** **Association** (Red Cross Society)

**Educational Qualification:-**

* **MBA** in **Human Resources** from Karnataka University.
* Completed **B.Tech HNC in Aviation**, Hospitality and Travel Management from Frankfinn Institute
* B.COM from RDVV University, India
* Higher Secondary school Certification Examination (10+2)- C.B.S.E Board.
* High School Certificate Examination – M.P Board.

**Personal Strength:-**

* Time Management
* Problem Solving
* Confident
* Good Interpersonal Skills
* Adaptability

**Personal Information:-**

* Marital Status: Single
* Nationality: Indian
* Language Proficiency: English And Hindi
* Computer Skills: Proficiency in MS Word, Excel and PowerPoint
* Personal Interests/Hobbies: Exploring foreign cultures and Listening to Music, Swimming, Reading Novels.

**Reference:-**

Available on upon request.

**Thanks & Regards.**