** RESUME**

**LAVINA**

[**Lavina.3820924@2freemail.com**](mailto:Lavina.3820924@2freemail.com)

**OBJECTIVE:**

**>To apply my knowledge& skills with all efforts and hard work to contribute to the growth of the Industry, and create some advancement opportunity for myself.**

**AREA OF PREFERENCE:**

**>Human Resource Dept. >Front Office Dept.**

**Roles & Responsibilities of Front Office Dept:**

* **Responsible for the operation of the FO Depts. to Include guest services & staffs**
* **Co-ordinated activities with other hotel depts. in order to increase levels of communication & guest satisfaction**
* **Performed check ins & check outs,reservations,registrations,calls of guests as needed**
* **Handled the tasks of attending visitors,organising mailings & all customer queries including walk in, phone in & fax queries.**
* **Maintained proper record of all administrative tasks & occupancy reports on a daily, weekly, & monthly basis**
* **Handled Petty Cash(generation of revenue reports on daily basis)**
* **Dealt with guest complaints by giving them a solution**
* **Ability to perform tasks under pressure**

**Roles & Responsibilities of HR Dept:**

* **Joining formalities**
* **Leave mgt**
* **Recruitment & Selection**
* **Maintaining of personnel files**
* **Employee separations – Exit interviews /F&F settlements**
* **Salary process/ODC payments**
* **Welfare activities – birthday celebrations, games & monthly movies show**
* **MOM reports & MOD reports**
* **Knowledge of PF,ESI,**

ACHIVEMENTS:

>got best employee of the month and appreciation letter from Arte Central Park hotel.

>Achieved various places in Volley ball, Disc Throw, Shot put {Out door games}

>achived prizes in carom {Indoor games}

**TRAINING EXPERIENCE:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SL.NO** | **PROPERTY NAME** | **DEPT NAME** | **WORK PERIOD** | **PLACE** |
| **1.** | **Taj Garden Retreat** | **House Keeping** | **One Month** | **Chickmagalure** |
| **2.** | **Samrat Residency** | **F&B Production** | **Two Month** | **Bangalore** |
| **3.** | **Hotel Srinivas** | **In all the Dept.** | **16 DAYS** | **Mangalore** |

**PROFESSIONAL EXPERIENCE:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SL. NO** | **HOTEL NAME** | **POST NAME** | **DEPT NAME** | **WORK PERIOD** | **PLACE** |
| **01** | **Arte’ Central Park/Central Park** | **Executive** | **Human Resource/Front Office** | **2016-2018** | **Manipal** |
| **02** | **Gold finch**  **Boutique hotel** | **HR Executive** | **Human Resource** | **2014-2015** | **Mangalore** |
| **03** | **Satkar Paradise** | **Front Office Manager** | **Front Office** | **2013-2014** | **Manipal** |
| **04** | **7TH**  **Heaven Service Apartment** | **Front Office Manager** | **Front Office** | **2012-2013** | **Manipal** |
| **05** | **37th Crescent** | **F.O. Asst.**  **F.O. Executive** | **Front Office** | **2009-2012** | **Bangalore** |
| **06** | **Paradise Isle Beach Resort** | **H.K Supervisor** | **House Keeping** | **2008-2009** | **Malpe,Udupi** |
| **07** | **The Grand Ashok** | **H.K Supervisor,**  **Desk Attendant** | **House Keeping** | **2006-2007** | **Bangalore** |
| **08** | **Karavali Hotels Pvt. Ltd.** | **H.K. Supervisor** | **House Keeping** | **2005-2006** | **Udupi** |

**EXTRA CURRICULAR ACTIVITIES:**

**>Attended Fire Prevention & Fire fighting on 12th Aug 2015 held in Hotel Goldfinch.**

**>Attended seminar, “EMERGING TRENDS IN TOURISM SECTOR-2004”held in Srinivas College of hotel Mgt.**

**>Attended “UGC SPONSORED ONE-DAY NATIONAL SEMINAR ON RURAL DEVELOPMENT & PANCHAYAT RAJ INSTITUTIONS: ISSUES AND CHALLENGES-2011”held in Koppa.**

**>Attended Seminar,”YUVA JAGRUTI KARYAGAR-2003”N.S.S Program, held in Town Hall at Mangalore.**

**> Attended “Out Door Catering (ODC)” in Karwar.**

**ADDITIONAL QUALIFICATIONS:**

**>Diploma in Computer Applications (M.I.C.E)**

**>Knowledge of Advance Excel**

**>Hotel Manager – Mansion Software**

**>Knowledge of IDS Software – Fortune Enterprise V4.1**

**>knowledge of Fidelio Software**

**>Having a Knowledge on the use of MS-Word, MS- Excel,MS-Outlook,PowerPoint,Vlookup, Hlookup,Tally**

**>Capable of browsing the Internet through different browsers like Internet Explorer, Mozilla Firebox & Google Chrome(Internet & Multimedia).**

EDUCATIONAL QUALIFICATION:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SL. NO** | **COURSE NAME** | **INSTITUTE / UNIVERSITY NAME** | **YEAR OF PASSING** | **PLACE NAME** |
| **01.** | **Post Graduate in Human Resource Mgt** | **Vinayaka Mission University** | **2011-2012** | **Salem, Tamil Nadu** |
| **02.** | **Bachelor of Hotel Mgt** | **Srinivas College of Hotel Management** | **2001-2005** | **Mangalore** |
| **03** | **Fashion Designing Course** | **Priyadarshini Fashion Design** | **2016** | **Udupi** |
| **04.** | **P.U.C** | **A.R.S.P.U College** | **1999-2001** | **Hariharapura,Koppa** |
| **05.** | **S.S.L.C** | **St.Joseph High School** | **1996-1999** | **Koppa** |

PERSONAL INFORMATION:

|  |  |
| --- | --- |
| **Gender** | **Female** |
| **Marital Status** | **Single** |
| **Religion** | **Christian** |
| **Date of Birth** | **18th January** |
| **Nationality** | **Indian** |
| **Height** | **5.2 C.M** |
| **Blood Group** | **AB +VE** |
| **Languages Known** | **English,Hindi,Kannada,Konkani,Tulu** |
| **Hobbies** | **Listening to music,Painting,** |
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|  |  |