**Priyanjali**

A consistent hardworking, highly motivated person with four years of experience in Front Office who can achieve high rates of customer satisfaction by interacting with guests for quick resolutions to their problems and providing high quality services.

**Email** priyanjali.381050@2freemail.com

**SUMMARY**

* Expert skills in providing great customer service and exceeding the guests’ expectations for service at the hotel. Calm and effective when dealing with customers with problems or complaints about room amenities.
* High level of knowledge of computer reservation system software, such as Djubo and eZee.
* Positive and polite with exceptional telephone etiquette. Demonstrated ability to greet guests with a smile, providing information and arranging reservations in timely manner. Talented at selling additional upgraded services and hotel products to meet corporate goals.
* Develops and maintains cooperative working relationships with coworkers and supervisors.

**WORK HISTORY**

* Front Office Manager at Summit Hotels & Resorts (Sept 2014 – Dec 2017)
* Front Office Executive at Summit Hotels & Resorts (Sept 2013- Aug 2014)

**DUTIES**

* Welcome guests to the hotel upon check-in and recommend additional services or amenities after finding out about travel plans. Assist them with in-house events, directions, local attractions and safety boxes.
* Respond to guest complaints and concerns about the condition of the room by communicating with housekeeping or reassigning rooms to the guest.
* Coordinated large group reservations and assigned blocks of hotel rooms together for people having weddings or family reunions.
* Managed the booking and billing of guest reservations, reviewed daily reports, handled multiple telephone lines, maintained cash drawer and dealt with cash and credit card payments of bills.

**AWARDS & HONORS**

* Awarded best employee of the month by CEO of Summit Hotel & Resorts.

**EXTRA CURRICULAR ACTIVITIES**

* Student volunteer of NSS in college.
* Financial Accounting in Computer.
* Civil Defense Training.
* Basic Course of mountaineering from H.M.I (Himalayan Mountaineering Institution)

**ACADEMIC QUALIFICATIONS**

* Masters in Sociology from Indira Gandhi National Open university in 2016
* B.A Graduate from Southfield College, Darjeeling in 2013
* Higher Secondary +12 from Nepali Girls’ Higher Secondary School in 2010
* Madhyamik Pariksha +10 from St. Michael’s Higher Secondary School in 2008

**PERSONAL DETAILS**

* Date of Birth 07/12/1991
* Marital Status Single
* Nationality Hindu
* Language of Proficiency English, Hindi, Nepali