**Respected Sir/Mam,**

**It is with great interest that I am forwarding my CV/Resume for your consideration.**

**My record of academic achievements and professional career history, demonstrates attributes that make me a valuable employee.**

**My CV/Resume is enclosed to provide you with details of my skills and accomplishments, but I am certain that a personal interview would more fully reveal my desire and ability to contribute to your organization.**

**Thank you for your time and consideration, and do not hesitate to contact me if you have any questions.**

**I look forward to speaking with you soon.**

**Manju Chhetri**

**Resume**



**Manju**

**Email:** [Manju.381225@2freemail.com](mailto:Manju.381225@2freemail.com)

**Career Objective:**

To secure a challenging position in Customer Service and Front Office management that will enable to use my strong organizational skills, educations and experiences

A strong desire to make a substantial and positive impact towards the success of the organization and my own career growth.

**Key Strengths:**

Quick learning, Proactive, valuable team player, Ability to finish tasks in time, Handle pressures and feedbacks, Goal oriented, good communication skills hard working, strongly experienced and well trained in customer service.

**Employment History:**

1. **Employer : Texas Roadhouse**
2. Department : Front Desk Hostess/Trainer

Duration : July' 2011 till Nov’2017

**Job responsibilities:**

* Train new staffs and managers about the system and products.
* Take the tests of the newly joined to ensure they are properly trained.
* Give thorough lessons on the procedure of the restaurant.
* Meet and Greet the customers coming in the restaurant.
* Daily team talk to make sure that all staffs are aware of their shifts and responsible department.
* Provide seats and escort the customers to their respective tables.
* In case of a customer complaint, ensure it is dealt with quickly and that the procedure is adhered to.
* Give information to guests about the restaurant and the menus and about its specialty.
* Direct communications with the manager to make sure they are aware of the proceedings and right staff distribution to different department.
* Handling calls and inquiries about the availability of the tables and services.
* Update the tables and make wait sheets.

1. **Employer : Shoe Mart(Branch of Landmark Group)**

Department : Sales Executive

Duration : April’ 2009 To April 2011

**Job responsibilities:**

* Welcome and Greet the Customers to the Store
* Daily team talk to make sure that all staffs are aware of the target and brand focus.
* Maintain high level of Visual Merchandising to attract customers
* Recommend a variety of designs and offer latest trends to the customers.
* Assist them in checking out the product and give them sincere feed backs.
* Offer current Promotions and latest trends.
* Close the sale and try to sell other accessories.
* Ask for the customer’s time to fill the Customer Satisfactory Index forms for their feed backs.
* Thanking the Customers by providing a reason to return to the store for another visit.

1. **Employer : Mughal Sheraton (Property of I.T.C)**

Department : Front Office Executive/Receptionist

Duration : October 2004 to May 2007 (2 Year, 6 Months)

**Job responsibilities:**

* Welcome and Greet the guests with a pleasing personality.
* Attending Phone calls and emails.
* Keep details of every room and its status.
* Interact with the staffs from other department for smooth operation.
* Provide excellent customer service give them reasons to visit again.

**Trainings Attended:**

* Six months Hospitality Management training

**Donna Silva Beach resort,Goa,India**

**Academic Qualifications:**

* Diploma in Front Office Management and House Keeping.

**Good Shepherd Institute Of Hospitality Management**

**West Bengal,India**

* Higher Secondary(H.S) from (**Calcutta University**).
* Class 10(Madhyamik) from (**Calcutta University**)

**Computer Skills**

* Working knowledge of Word, Excel, Outlook, and PowerPoint software programs.
* Handle C.L.S and C.R.S system
* Comfortable with all Windows OS.

**Linguistic Ability:**

Highly motivated and enthusiastic with strong written, verbal, presentational and interpersonal communication skills.

* English : Read, speak and write
* Nepali : Mother tongue
* Hindi : Read, speak and write

**Personal Details:**

* Nationality : Indian
* Date of Birth : 25th December
* Passport No. : F 3898257
* Marital Status: Single
* Visa Status : Visit Visa

I hereby declare that all the facts stated above are true to the best of knowledge and belief.

Yours Truly,

( )

MANJU