Curriculum Vitae

**Ruchika**

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Career Objective

To work with an organization providing maximum exposure and nourishment to my skills, innovating and performing by influencing and empowering a situation or an idea. A competent professional with hardworking attitude and adaptability towards any working environment.

Key Attributes

* Ensuring customer satisfaction by delivering the highest service quality.
* Highly dynamic individual with superb guest handling attitude and positivism.
* Excellent team member with all the key attributes required to run the operations efficiently.

Work Experience

* Vivanta by Taj Lucknow, as Front office Supervisor from 2015 -2019.
* Vivanta by Taj Pune, as Front Office Assistant from 2014-2015

Educational Qualifications

* B.Sc. in Hotel Management from IHM Bhopal (2011-2014)
* Higher Secondary from Dr. Virendra Swarup Education Centre Avadhpuri, Kanpur (2009-2010)
* Senior Secondary from Dr. Virendra Swarup Education Centre Avadhpuri, Kanpur (2008-2009)

Current Roles and Responsibilities

* Have detailed information regarding arrivals and room requirements.
* Maintaining the files, records and documents as required.
* Handling Telephonic and Walk-in enquiries.
* To co-ordinate with housekeeping to ensure rooms are ready as per standard time for all arrivals.
* Taking care of FIT and group arrivals.
* To ensure ready room is allotted to early morning arrival as per preferences.
* Ensuring all VIPs & Single Lady travellers are escorted to rooms.
* Maintaining the Log Book and effective follow up follow up points.
* Handling shifts and in absence of Duty Manager.
* Ensuring norms, procedures and systems for safety and security of guest belongings (e.g. Lockers, Left luggage etc) are followed.
* Ensuring that all the statutory requirements for in house guests are met (C–Forms etc).

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Achievements

* **Qualified Star Levels at Taj Group Of Hotels, Lucknow**
* **Silver Level, Gold Level, Platinum Level, Senior VP Level**

Computer Proficiency

* Excelled in browsing Internet
* Proficient in using OPERA software
* Proficient in MS Office