**Bindiya**

D.O.B: 03/09/1980

Email: bindiya.346468@2freemial.com

Nationality: Mauritius

**JOB OBJECTIVES**

My long term objectives is to excel a career in an **hotel industry** which is to provide intellectual stimulations, assure contributions, growth and adequate rewards want a job, which provides an opportunity to work and cross functional areas and applicable for both theoretical & practical sources of my knowledge*.*

**CAREER PROFILE**

Hospitality professional with Twelve years of core Operational & Administrator experience in five star properties of Food and Beverage Department, Banquets and Sales events Coordinator and Business Administrator

**OVERVIEW**

Self-oriented, self-beginners, skilled learner and effective communicator, a quick learner and significant team player, adoptive, determined and flexible

**JOB ACCOMPLISHMENT**

* Making Reservation on Telephone for in house guest and outside guest and outsider in each outlet.
* Reply and sending Guest request through Emails and updating guest requirements, keeping past & current records and confirmation as well.
* Using internet for Guest, typing letters upon Guest request, Faxing, binding, scanning
* Check attendance for all staff day to day basic, preparing payroll.
* Preparing training plan by analyzing CFF
* Banquet Coordinator as well taking big groups for meeting and show around about each conference Rooms and follow up with Sales Manager or with the Department.
* Ensure revenues is maximizing through up selling and correct billing.
* Responsible for requisition and maintain operation efficiency and guest satisfaction.
* Ensures cleanliness and safety of the outlet and office is maintained.
* Computer Literate (Word, Excel, Power-Point) Fidelio, Opera and Kelio System
* **Cashier**: Use and Operate of Micros (Point of Sales)

**TRAINING PROFILE**

* Wine Training
* Train the Trainer
* Basic Food Hygiene
* Cigar Training (Habanos Orientation & Training Programmed from Baqer Mohebi EST)
* Handling Situation and Challenges
* Team Build 2005-2006-2007-2008
* Core Skills- Eight Modules
* Health & Safety
* Guest Care
* Telephone Techniques
* Sales Awareness
* Eco Awareness
* Bomb Thread Awareness
* Fire Training

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| --- | --- |
| **WORK EXPERIENCE** |  |
|  |  |  |
| ∑ **Armani hotel, dubai** |  **16 Aug-2016 to 11Feb-2017** |
| **Guest service agent** |  |

* **Sofitel Jumeirah Beach, Dubai**

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|  | **Telephone Operator** | **14-Dec2014 – 16 July 2016** |
| ∑ | **AURS COMPANY** |  |
|  | **RECEPTIONIST AFTER –SALES DEPARTMENT** | **Feb 2014** |
| ∑ **Dominique Denaive Boutique Caudan Water front** |  |
|  | **In-Charge of a Tourist jewelry shop & Cashier** | **Jan 2013** |
| ∑ **Constance Ephelia Resort Seychelles** |  |
|  | **Housekeeping coordinator & Personal Asst for Executive** | **May 2012** |
| ∑ **Grosvenor House Hotel Dubai** |  |
|  | **Business Administrator and F&B Administrator.** | **May 2005-May 2009** |
|  | **Cross Training in Sales Marketing** | **June 2006** |
| ∑ **Calodyne Sur Mer Hotel** |  |
|  | **Telephone Operator** | **Oct 2004 - May 2005** |
| ∑ | **Caudan Waterfront Hotel** |  |
|  | **Receptionist** | **June 2004- September 2004** |
| ∑ **Indian Resort Apavou Group** |  |
|  | **Hostess** | **Feb 2003- May 2004** |

* **La Plantation Resort Apavou GRP**

**Hostess** **January 2000 – May 2003**

**EDUCATIONAL QUALIFICATION**

* Secondary School Certificate
* Basic Computer diploma in Microsoft Office

**Declaration**

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

**Date:**

**Place:**

**Signature**

**(Bindiya)**