**MAYUR **

[mayur.382968@2freemail.com](mailto:mayur.382968@2freemail.com)

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* **CAREER OBJECTIVE**

To grow with a professionally managed organization that kindly my inner spirit and motivates my innovation by providing me excellent opportunities and suitable environment where I can apply my knowledge and skills to contribute as a team member.

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* **SKILLS**
* Hospitality
* Front Office
* Reception
* Food And Beverage
* Customer service
* Language Skills

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* **EDUCATION SKILLS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Degree/Course | Institution/  School/Clg | University/  Board | Percentage  (%) | Year of Passing |
| SSC (10th) | S C S V Pathare BK” | Pune(MH India) | 60.00% | 2014 |
| HSC (12th) | S C S V&Jr. Clg Pathare BK” | Pune(MH India) | 56.15% | 2016 |
| FDHTCS | Frankfinn Institute | - | - | 2017 |

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* **EXPERIENCE DETAILS**
* *ST Laurn Maditatoin &Spa Shirdi,(MH India)*
* *Front Office / Reception*
* *13 month experience*
* Greet and welcome guests in person and on phone;answer and and direct inquiries to disignated department.
* Maintainlog books,including sign-in/out logs,front desk expenditures,and call received.
* Manage front office ewception area by cleaning and organizing desk and visitor lobby.
* Answer high volume phone calls,booked appointments,and greeted clients.
* Offered clients beverages,prepared them for color services,and collected and processed payment for service rendered.
* Maintained an updated database of guest check-ins check-outs and fees.
* Responded to guest complaints in a professionol courteous manner.
* Managed all guest relations and updeted scheduling database.
* Keep updated record of office expenses and cost.
* Ensure proper mail distribution.
* Ensure company’s policies and security requirements are met.
* Handel complaints and specific customer request.

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* **PERSONAL DETAILS**

Date of birth : 19 July 1999

State : Maharashtra

Postal coad : 413711

**Nationality : Indian**

Marital Status: Unmarried

Hobby: Customer Services

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* **DECLARATION**

Your faithfully