**Curriculum Vitae**



**LAXMI**

**Nationality: Indian**

**Date of Birth: 15/08/1988**

**E-mail:** **laxmi-393982@gulfjobseeker.com**

**Professional Experience:**

**Front Office Manager, Gujarat, India (07/2016 –09/2018)**

**Key Responsibilities:**

* Participate in the selection of front office personnel.
* Monitor online reservation and inventories.
* Deal with companies (with their best rate) for business relationship.
* Resolve guest problems quickly, efficiently, and courteously.
* Work within the allocated budget for the front office.
* Enforce all cash-handling, check-cashing, and credit policies.
* Conduct regularly scheduled meetings of front office personnel.
* Prepare performance reports related to front office.
* Maximize room revenue and occupancy by reviewing status daily. Analyze rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily, flash report, allowance etc.
* Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis, and simple configuration changes.
* Prepare revenue and occupancy forecasting.
* Monitor all V.I.P 's special guests and requests.
* Review daily front office work and activity reports generated by Night Audit.
* Maintain an organized and comprehensive filing system with documentation of purchases, vouchering, schedules, forecast and other reports.

**Guest Relations Executive, (Pre-opening team), Gujarat, India (05/2015 – 07/2016)**

**Key Responsibilities:**

* Conduct regularly scheduled meetings of front office personnel.
* Prepare performance reports related to front office.
* Handle front desk, reservation, answering telephone calls andresolving inquiries.
* Resolve guest problems quickly, efficiently, and courteously.
* Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis.
* Prepare revenue and occupancy forecasting.
* Monitor all V.I.P 's special guests and requests.

**HR Executive and Guest RelationsExecutive, Pre-opening team), Gujarat, India (07/2013 – 11/2014)**

**Key Responsibilities:**

**HR Executive**

* Handle new employee orientation.
* Issueoffer letters and explain salary and organizational details.
* Handlecomplete staff database and payroll processing.
* Monitor PF, ESI, PT calculations, etc.
* Provide general administrative support to the General Manager.
* Recruitment analysis on monthly basis.
* Procedures, settlements, and general administration work.
* Recruitment involving resume generation, screening, short-listing and salary fitments.
* Payroll processing for monthly transfers of permanent, temporary and employees.
* Counsel and mentor employees to maintain a healthy work environment.
* Conduct exit interviews and proper fillingof termination forms by exiting employees before

forwarding to accounts department for final settlement.

**Guest Relations Executive**

* Welcome guests during check-in and checkout.
* Handle guest complaints and concerns in an efficient and timely manner.
* Provide excellent customer service as per hotel standards.
* Provide information regarding the hotel, town attractions, activities etc.
* Check on VIP reservations, complete their pre-registration formalities.
* Allocate rooms to all arriving guests.
* Maintain all guest folios in the manner instructed and record necessary guest likes and dislikes to the appropriate fields on their profiles.
* Handle all check-ins and check-outs smoothly without unnecessary delay or discomfort to any guest.

**HR Trainee, WelcomHotel, Gujarat, India (10/2012 – 03/2013)**

* Handle new employee orientation.
* Help staff members in ECR file for PF & ESIC Contribution.
* Learn how to prepare Form 5, 10 & 12Abefore 15th day of each month.
* Learn about Apprenticeship Act.
* Learn how to handle computation of employee bonus and distribution under the company policy and formula.
* Learn how to prepare and maintain records Form A, B, C under payment of bonus act.
* Learn day to day work which comes under the preview of HR department.
* Learn how to make monthly attendance, checking of bills of contractors.
* Doing day to day miscellaneous works of the department as & when assigned by HR Manager.

**Stewardess, (Pre-opening team), Gujarat, India (10/2010 – 09/2012)**

**Key Responsibilities:**

* Handle the majority of restaurant operations in the food and beverage service department.
* Handle guest services and billing.
* Handle hostess and room service.
* Handle in-room dinning and banquet booking.

**Education:**

**MBA in Tourism and Hotel Management** ,( Affiliated- Bharathiar University, Coimbatore)College -Gujarat Institute Of Hotel Management - Gujarat, India (2011 – 2014)

**B.Sc. in Catering Science and Hotel Management**,(Affiliated- BharathiarUniversity,Coimbatore)College-Gujarat Institute Of Hotel Management- Gujarat, India (2008 – 2011) **Diploma in Civil Engineering**, Maharaja Sayajirao University, Gujarat, India (2005 – 2008)

**Skills:**



|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Personal skills** |  | **Language skills** |  | **Computer skills** |  |
| **❖ Ability to multitask and** | **❖ English** | **❖ Touche** |  |
|  | **manage conflicting** | **❖** | **Hindi** | **❖** | **IDS** |  |
| **❖** | **demands;** | **❖** | **Gujarati** | **❖** | **Solutions** |  |
| **Dynamic and quick** |  |  | **❖** | **Wish.net** |  |
|  | **learner, able to easily adapt** |  |  | **❖** | **MS Office** |  |
|  | **to multicultural** |  |  |  |  |  |
|  | **environments and open to** |  |  |  |  |  |
|  | **new ideas with a positive** |  |  |  |  |  |
|  | **attitude;** |  |  |  |  |  |

* **Good communicator and team player committed to excellence and success, always paying attention to details;**
* **Motivated and responsible professional;**
* **Creative and proactive;**
* **Ability to cope and work under pressure.**