

## **ANCHAL**

### Houskeeping seniour supervisor

Address: Adamwal, Hoshiarpur, Hoshiarpur (Punjab)

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### **Career Objective:**

I seek to apply my knowledge and skills in a highly challenging and continuously growing company that can provide me immense opportunities to grow intellectually and professionally in concurrence with company's goals and objectives.

### **Skills:**

- Expertise in Housekeeping Operations
- Motivated & Ready to interact directly with a discriminating clients to exceed guest Expectation.
- Energetic, a continuous learner & possess a positive attitude and also have good time management and organizational skills.
- Conflict resolution experience & Patience and good listening
- Take charge and responsibility for planning and executing

### **Training Experience:**

- Industrial Training at Hotel RAMADA Jalandhar City Center

### **Professional Experience:**



- 8 Nov, 2017 to 07 March,2019 , I was working with Radisson Blue as a Guest Service Associate



- From 1st August 2019 to 1st October 2020, working as a Senior Guest Associate



- From 7th October 2020 joined, currently working as a Senior Supervisor

### **Roles and Responsibilities:**

- Greeting guests upon arrival and making them feel welcomed.
- Administering check-ins and check-outs & Providing front desk services to guests.
- Providing front desk services to guests.
- Assigning rooms and taking care of administrative duties.
- Take the Monthly Inventory Linen Inventory as well as Guest supply Inventory
- Being a source of information to guests on various matters such as transport and restaurant advice.
- Diffusing conflict or tense situations with guests

### **Educational Details**

Standard	Institute Name	Board	Year	Major Subject
Graduation	Hoshiarpur Institute and Management Technology	P.T.U. Jalandhar	2014-17	Front office, Food & Beverage Service ,House keeping
12th	GSSS Bhunga	PSEB Mohali	2013-14	Arts
10th	GSSS Bhunga	PSEB Mohali	2009-10	All subject

### **Language:**

- **English:** Read, Write, Speak
- **Hindi:** Read, Write, Speak
- **Punjabi:** Read, Write, Speak

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**STRENGTHS:**

- Always curious and ready to learn new things.
- Intuitive Mind always inclined towards working out novel methods of doing tasks.
- Analysis of any problem and find the root cause and providing required solution in time.
- Ability to handle team

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**DECLARATION:**

I hereby declare that the information stated above is true to the best of my knowledge.

**ANCHAL**