**Date of Birth- 13th April 1997**

**Tanuja Mishra**  SSB/SFA Flat 27, Sec 16 B

Dwarka, New Delhi

**Mobile: +8826468654**

**E –Mail:** tanujamishra428@gmail.com

**Summary of profile**

* A competent and result oriented professional with over 1 years & 08 months of experience in Front Office Operations.
* Worked at Courtyard &Fairfield By Marriott ORR Bangalore– Front Desk Associate (22nd September 2019 – 30th September 2020).
* Currently working with Fairfield by Marriott, Sriperumbudur, Chennai as a Front Office Associate. (12th October 2020- Present.
* Proficient in maintaining cordial relationship with customers, ensuring quality and service norms
* Expertise in handling front-end operations, check in and checkout procedures, Property Show Rounds and night audits.
* An effective Person with excellent people management & interpersonal skills
* Seeking a suitable role of Front Office Executive.

**OBJECTIVE**

To excel in Hospitality industry by making at most use of learning, experience and skills and seek a suitable management role

**CORE COMPETENCIES**

* Strong analytical ability.
* Believes in loyalty to one’s organization.
* Competitive and practical.
* Good communication skills and Ability to Socialize.
* Observation Skills.
* Handling Key Accounts/Guests.
* Customer Service.

**JOB PROFILE:**

* Handling all Check-in & Check-outs.
* Registration of guests and assigning rooms
* Room blocking for the next day arrivals.
* Monitoring day-to-day front office functions.
* Night Audits.
* Payment follow-up for all the corporate guests for BTC with sales team for in-house guests and future arrivals.
* Responsibilities for effective and smooth front Desk operations
* Responsible for all Mobile check-in and check-outs for the quick check-in and check outs for the day.
* Maintain Constant guest contact, build relationship, solicit feedback & monitor the guest satisfaction tracking scores
* Answer enquiries regarding hotel services, provide assistance and respond to guests' complaints.
* Meeting guests with grievances, complaints and working out solutions to ensure highest level of customer retention.
* Basic knowledge of MARSHA**.**

**INDUSTRIAL TRAINING:**

* **04 Months of Industrial training from Radisson Blue Dwarka New Delhi (under major 4 departments)**
* Learning Includes
* Observing the team handling by Supervisor
* To help the supervisor and assistant manager in serving customers
* To solve the guest problems
* Understanding the administration activities

**STRENGTH:**

* Assertive.
* Good customer relations skills
* Self-Directed
* Strong Interpersonal skills
* Time management
* Result Oriented

**EDUCATIONAL QUALIFICATION**

* Completed 3 years Bachelor of Hotel Management Desh Bhagat IHM Punjab (2016-2019)
* Board of Intermediate (+2) Education from kendriya Vidhyalaya in March 2015
* Board of Higher Secondary Education from kendriya Vidhyalaya in June 2013.

**PERSONEL STATEMENT:**

**All growth depends upon activity. There is no development physically or intellectually without effort and effort means work hard and contribute to the growth of the organisation.**