**CURRICULUM VITAE**

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**Objective-**Courteous Hospitality Assistant with keen understanding of guest expectations and conflict resolution strategies. Offering 3 years of experience in managing day-to-day functions in 436-room Business hotel. Strong communicator dedicated to providing all guests with highest degree of hospitality.

**1. NAME** - **ADITYAVIKRAM SINGH RAUTELA**

**2. DOB**  - 4TH NOVEMBER 1997

**3. ADDRESS** A-4, 206 Lok Yamuna,

Military Road, Marol

Andheri(E), Mumbai

Maharashtra -400059

Mobile no.: 09540244585

4. **E-MAIL ID-** [**adityavikram\_97@outlook.com**](mailto:adityavikram_97@outlook.com)

5. **EDUCATIONAL QUALIFICATION.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr. no**. | **Education Qualification** | **Institution** | **Board/University** | **Year of passing** | **Grade** |
| 1. | Xth | KendriyaVidyalaya, Hindan | Central Board of Secondary Education | 2013 | 1st class |
| 2. | XIIth | KendriyaVidyalaya,  RK puram sec-8,  New Delhi | Central Board of Secondary Education | 2015 | 1st class |
| 3. | Bachelor of Science (H &HA) | Institute of hotel management ,Hyderabad | IGNOU | 2018 | 1st class |

**6. CO-CURRICULAR ACTIVITIES**

|  |  |  |
| --- | --- | --- |
| **Sr.No.** | **Activity** | **Year** |
| (a) | Regional basketball competition | 2010-11  2011-12  2012-13 |
| (b) | Member of cultural committee | 2015-16  2016-17 |

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| **7. WORK EXPERIENCE :** |

**a.INTERNSHIP**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr.No.** | **Institute/ hotel** | **Period** | **Duration** |
| (a) | Novotel TourEiffel,Paris | 7th June 2016-5th July 2016 | 1 Month |
| (b) | Taj Falaknuma Palace, Hyderabad | 1st October2016-  15th October2016 | 15 days |
| (c) | Grand Hyatt, Mumbai | 5th December2016-  31st March2017 | 4 month |

**b. Working experience-** currently working with Oberoi group of hotels since 2018 as a front office assistant

|  |  |
| --- | --- |
| **Department** | **Duration** |
| Trident Meetings | June’ 2018 - Oct’ 2018 |
| Belldesk | Oct’ 2018 - Dec’ 2019 |
| Reception | Dec’ 2019 – Till date |

**DUTIES& RESPONSIBILITES**

* Ensuring all procedures and brand standards are followed as per company requirements
* Ensuring highest level of guest satisfaction at all times - anticipating and fulfilling guests’ requirements as well as handling enquiries and complaints
* Leading the team with a focus on customer service and profitability
* Providing Information to guests about the hotel's facilities, policies and procedures

**8. Credentials-**  a. Awarded best attitude shown

b.Appreciation certificate for 101 dining hall service at Taj Falaknuma palace

c. Awarded 100% attendance for 2015-2016

d. Given an opportunity to work in a hotel in France

**9.Hobbies and Interests-** travelling, playing golf

**10. Individual Constitution-**Sense of belonging, strong commitment, team spirit,excellent work ethic, multitasking , customer and result oriented.

I hereby confirm that all the above stated facts are true to the best of my knowledge and belief .Would you like further references please do not hesitate to bring it to my knowledge.

**Place**: **Mumbai**

**Date**: **Signature**: