



Anisha

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Email

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**EDUCATIONAL
QUALIFICATION.**

10+2 in stream of commerce
Diploma in Aviation and
Hospitality Management

COMPUTER KNOWLEDGE

Diploma in Computer Application

CURRICULUM VITAE

Career Objective

As a diligent, confident, optimistic and a result oriented person with good organizing And interpersonal skills, I have a strong desire to make a good career in a competitive Organization so as to achieve my individual goals keeping in mind the objectives of the organization.

Working Experience

Working with Radisson Resort Spa Lonavala from Feb 1st 2023 as a Duty Manager

Worked as a Assistant Guest Relation Manager in Novotel Dona Sylvia Goa from November 2nd to January 30th 23

Worked as a Novotel Chennai Sipcot from April 4th of 2022 to Sep 20th as a Duty Manager Come Night Auditor

Worked as a Duty Manager in Acron Water Front Resort Goa from Dec 7th to 23rd March 22

Worked as a Guest Relation Executive in The Lalit Golf and Spa Resort Goa from 25th June 2019 to 20th March 2020

Worked as a Guest Relation Executive in ITC Fortune Acron Regina Goa from 13th July 2017 to 31st May 2019

Worked as a Front Office Associate in Keys Group of Hotels in Pune Pimpri 31st Dec 2014 to 17th July 2017

Worked as a Front Office Associate The Pride Group of Hotels from Bangalore Dec 2013 to 19th November 2014

Job Profile

- To manage all the activities of the Front Office department.
- Train, supervise and support office staff, including receptionists, security guards and call center agents.
- Ensure timely and accurate customer service.
- Maintain guest feedback reports.
- To assist in developing training programs.
- To ensure grooming and uniform standards are met.
- To perform all reasonable services a guest may require, anticipate guest requests and requirements in order to satisfy them efficiently and promptly.

To work closely with Reservations, Housekeeping and

Personal Data:

Date of Birth: 01/01/1994

Sex: Female

Nationality: Indian

Marital Status: Unmarried

Linguistic Efficiency

English

Hindi

Kannada

Marathi

Interests

Travelling

Watching movies

Internet Surfing

- To make recommendations for improvements of his sections to improve job performance and increase productivity.
- To organize and supervise smooth rooming and check-out of guest.
- To check each individual registration card for details and room rates.
- To ensure all proper records are maintained.
- To resolve guest complaints in conjunction with the Duty manager, keeping senior management well informed as to the problems and action taken.
- To respond swiftly and appropriately in any hotel emergency or in a safety situation.
- Promoting various other outlets of the hotel.

Computer Proficiency

I am comfortable with following software:

- IDS PMS
- Champagne PMS
- WIN HMS
- Oasis
- MS Office
- MS Word
- MS Excel
- Power Point
- Operations of Internet

Competencies

- Strong sense of need for achievement of goals and success.
- Good listening skills and the ability to anticipate business needs.
- Capacity to read situation, understand environments and respond accordingly
- High level of motivation, determination and commitment.
- Give results better than the desired and on time.
- Well developed interpersonal, adaptive influencing and supervisory management skills.

Declaration

I confirm that the information provided by me is true to the best of my knowledge and belief.

