



Personal Summary

Highly motivated, well- organized and resourceful hotelier with 8 years of experience in Guest Experience, Concierge, Reservation and Front office department. Proven ability to motivate staff, excellent client rapport and work effectively with person from other cultures .Has an excellent communication, problem solving and organizational skills. I am a dynamic and motivated individual who enjoys challenges and thrives in the world of the hotel industry. I offer a unique blend of Front Office experience. If gives the opportunity to work in your organization I can lead people with the knowledge and experience I hold with my work while attaining higher exposure, relevant skills and contribute creatively for the growth of the company .

Jagadeep Kaur

Duty Manager

Areas of Expertise

- People Management
- Cost Control
- Self-Motivated
- Multitasking
- Attention to detail
- Flexible
- Excellent Training Skills
- Decision Making
- Time Management
- Upselling
- Problem Solving

Strengths

- Goal Oriented
- Adaptability
- Leadership & Decision Making
- Ability to stay calm under Pressure
- Guest Service
- Confident & Responsible

Work Experience

- Worked with Unima Grand Maldives as Duty Manager (from May 2019 until October 2020)
- Worked with AL Manar Hotels and Apartment Dubai as Duty Manager. (From October 2018 until March 2019).
- Started with Four Points by Sheraton Jaipur as Front office Executive and got an opportunity to Work as an Assistant Manager Front Office. (From March 2017 until September 2018).
- Worked with The Royal Retreat Resort & SPA Udaipur as Front office Executive (from April 2016 until February 2017).
- Started with The Leela Palace Udaipur as Front office Associate and got an opportunity to work as Front Office Supervisor (from September 2013 until March 2016.)
- Worked with Wyndham Grand Agra as Front office Associate (from November 2012 until September 2013).
- Industrial Training (22 weeks) With Jaypee Palace Hotel & convention Centre Agra in 2012.

Duties & Responsibilities

- Welcoming and registering guests upon arrival to required standard.
- Supervise the Front Office team to ensure that Team Members are prepared and well-informed to deliver our Guests an exceptional experience from Check -in through check-out.
- Increasing Guest satisfaction score and ensuring safety and Security of the Hotel and Guests.
- Assisting with the management of team, setting objectives, Probationary reviews, appraisals and training.
- Uphold and enforce company policies and standards. Address employee complaints or performance issues as needed.

Key Skills & Abilities

- Flexible and quick learner.
- Problem Solving abilities
- Prioritization
- Planning

Software Proficiency

- Micros Opera 5.0
- IDS
- ieZee Absolute
- Rate Gain
- MMS(Store & Inventory Management
- Triton
- MS Office (Excel)

Personal Details

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Uttarakhand 244713

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Email : - jagdeep205kaur@gmail.com

Nationality : - Indian

Height : - 158 Cms

Weight : - 54

- Work on achieving the departmental other targets related to front office as like upselling and promote hotel facilities.
- Follow up on all pending glitches with courtesy calls to guests for effective resolution of glitch.
- Check on high balance daily basis and prepare daily reports related to front office.
- Performing account closing for the day, invoicing and payments.
- Check on group arrivals and assign duties to the team members as per Group requirement.
- Check cleanliness of the Hotel Reception as well as public areas, including waiting area outside the reception and parking area.
- Assist the Front Office Manager with the financial aspects including budgets, payroll, profit & loss reports, sales analysis, cash-flows and credit facilities.

Achievements

- Been promoted from front office Executive to Assistant Manager Front Office in Four Points by Sheraton Jaipur.
- Been promoted from Front Office Team Member to Front office Supervisor in Leela Palace Udaipur.
- Was Member of Les Clefs d'Or India.
- Champion of the Month at The Leela Palace Udaipur. (In Month of October, 2014) and also have been nominated a few numbers of times.

Academic Qualification

- Graduated in Bachelor of Hotel Management from Renaissance College of Hotel Management & Catering Technology Uttarakhand in 2013.
- Intermediate from Uttarakhand Board in 2011.
- High School from Uttarakhand Board in 2008.

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Jagdeep Kaur

Place: kashipur