

## Rashmi Chaudhary

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## Career objective

To give my best in my professional pursuit for overall benefit and growth of an organisation and to improve my career & hone my skills. I will show my calibre & acquire new knowledge.

## Work Experience

Front Desk Executive at OYO Rooms Hotels Pvt Ltd since Dec, 2018 to Oct, 2019

- Greet Communicate with and welcome guests
- Monitored and updated records and files
- Take up other duties as assigned (travel arrangements, schedules etc.)
- Responsible for all guest visitors to make them feel comfortable.
- Supervising the housekeeping department.
- Answer all incoming calls, redirect them when needed
- Answer all the customers' questions and address their complaints

## Internship

Worked as an intern at THE GRAND, VASANTKUNJ, NEW DELHI (for 6th Months).

- Managed front desk tasks.
- Registered guests, greeted every visitor, logged requests, and issued room keys.
- Updated computer system with guest messages, arrivals/departure and special requests.
- Returned vacant rooms to occupant ready status with deep cleaning, bed making, restocking and trash removal.

## Education

- B.Sc. (Airlines Tourism & Hospitality Management ) from CT GROUP OF INSTITUTIONS (PTU), Jalandhar Punjab, 2018.
- X from Kala Niketan International School , New Delhi, CBSE in 2013.
- XII from Kala Niketan International School , New Delhi, CBSE in 2015.

## Computer Skills

- Office Automation tools : MS-Excel, MS-Word, MS-Power point.
- Hands on experience with office machines (for example fax, printer etc.

## Achievements

- Secured first position in science exhibition held at kala Niketan International School. .
- Certificate of Participation in a two-day world tourism day exhibition held at Ct group of Institutions.

## Additional Skills

- Customer-oriented mindset
- Keen Learner
- Knowledge in travel and tourism
- Excellent interpersonal and communication skills
- Ability to work in dynamic environment
- Stress and Time management ability
- Persistent nature

## Personal Details

- Date of Birth : 01 Febraury 1997
- Father's Name : Mr. Brijpal Singh
- Mother's Name : Mrs. Kusum Lata
- Nationality : Indian
- Marital Status : Unmarried
- Languages known : Hindi & English
- Hobbies : Traveling and Crafts work