



# RESUME

**KALPANA TRIGUNAYAT**

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**Mobile No:8840196722**

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## **OBJECTIVES**

A highly motivated experienced, result oriented professional with demonstrated ability in Operations, Management, cost & sales analysis, Forecasting as well as developing and maintaining effective relationship at levels.

## **PROFILE:**

A Team player with track record of busting Profit, Revenue, Efficiency, Yield management and ensuring customer satisfaction and retention. A decision maker and effective problem solver. Ability in identification and exploitation of profitable business operations. Possess strong leadership, communication and interpersonal skills. An achiever with an innovative and a global perspective.

## **AREAS OF EXPERTISE:**

- Excellent interpersonal & organizational skills.
- Creative problem solving skills.
- Clean concise written and verbal communicational skills.
- Create courteous, friendly, professional work environment.
- Ability to quickly evaluate alternatives and decide on a plan of action.
- Excellent time management skills.
- Demonstrated ability to lead by example.
- Excellent safety and sanitation skills.

## **Professional Experience:**



**"Hotel Tridev", Varanasi, India-A Unit of Balaji Infracare Pvt.Ltd.**

(From 19/09/2019 to till date)

### **Personal Secretary To GM Cum GUEST RELATION MANAGER**

Successfully continuing as Personal Secretary To GM Cum GUEST RELATION MANAGER at Hotel Tridev, Varanasi " A Unit Of Balaji Infracare Pvt Ltd". Having 45 rooms, 02 restaurants out of that one is of 84 covers and other one is 18 cover Café. Having 04 banquet halls to accommodate-10 pax to 1000 pax.

### **Responsibilities.**

- Reporting to GM and do all his daily meeting schedule of the day as per the timing and attend morning meeting at 10am.
- Go for round of the property and make sure that all clearances of room services and cleaning and placement of areas are up to standard.
- Any deviation to be intimated to concern HOD and if yet not been corrected on time to be reported to GM for further actions.
- Ensure full compliance to Hotel operating controls, SOP's, policies, procedures and service standards.
- Welcome guests during check-in and giving a found to guest while checkout.
- Handling guest complaints and concerns in an efficient and timely manner.
- Overseeing VIP guests, arrivals and departures.
- Coordinating and multi-tasking job duties in an efficient and timely manner.
- Should possess detailed information about the hotel, city as well as the competition.
- Providing excellent customer service as per hotel standards.

- Providing information regarding the hotel, town attractions, activities etc.
- Check on reservations, complete their pre- reservation formalities.
- Maintain up-to date information on room rates current promotions offers and packages.
- Maintain all guest folios in the manner instructed and type out necessary guest likes and dislikes to the appropriate fields on the profile.
- Co-ordinate with housekeeping for clearing of rooms.
- Collect Guest feedback during guest departure along with his like and dislikes.
- Ensure that all check-ins and check-out are handled smoothly without unnecessary delay or Discomfort to any guest.
- Should be able to handle all guests without bias or prejudice.
- Follow the house rule and policies laid down by the management.
- Adhere to strict staff grooming and hygiene standards.
- Consciously and continuously strive to better his/her skills and increase his/her knowledge.
- Must possess strong organization time management skills, attention to detail. Positive attitude and outgoing personality is essential.
- Personable, enthusiastic, self-motivated and able to work independently.
- Observant, discriminating and detail-oriented
- Ability to understand and carry out oral and written instructions and request clarification when needed.
- Strong interpersonal and organizational skills.
- Handling complaints, and oversee the service recovery procedures.
- Ensure all decisions are made in the best interest of the hotels and management.
- Developing improvement actions carry out costs savings.

**HOTEL RK GRAND, SIGRA, VARANASI'**

(From 1/04/2019 to 17/09/2019)

### **Banquet Sales Cum Operation Manager**

Worked as Banquet Sales Cum Operation Manager at Hotel RK GRAND, Sagra, Varanasi". Having only 22 rooms , 01 restaurants, 01 Open Terrace and 01 Banquet Hall.

#### **Responsibilities**

- Reporting GM for day to day operation and address the issue to resolve .
- Oversee the operations functions of the hotel, as per the Organizational chart.
- Hold regular briefings and meetings with all head of departments.
- Ensure full compliance to Hotel operating controls, SOP's, policies, procedures and service standards.
- Preparing and analyzing the revenue and other MIS reports, to evaluate the performance of menus and individual products as well as ensure cost-efficient operations.
- Training, motivating and managing the employees.
- Ensuring maintenance of guest history system
- Ensuring customer satisfaction via evaluation of "Guest Feedback System"
- Take banquet booking making sure the profit and keeping eye on market. Oversee the operation of banquet go smooth.



### **"Hotel Madin", Varanasi, Uttar Pradesh**

(From 15/05/16 to 30/03/2019)

### **Personal Secretary To GM Cum GUEST RELATION MANAGER**

Worked at Hotel Madin, Varanasi, one of the 5 star hotel facilitated in City as Personal Secretary To GM Cum GUEST RELATION MANAGER. The property is having inventory of 85 rooms, 04 Banquet halls to cater 50 pax to 1000 pax , 04 Restaurants, One Bar along with roof top swimming pool. I took the maximum range of

responsibility to make best of the services driven towards each and every guest.

### **Responsibilities**

- Reporting to GM and do all his daily meeting schedule of the day as per the timing and attend morning meeting at 10am.
- Go for round of the property and make sure that all clearances of room services and cleaning and placement of areas are up to standard.
- Any deviation to be intimated to concern HOD and if yet not been corrected on time to be reported to GM for further actions.
- Ensure full compliance to Hotel operating controls, SOP's, policies, procedures and service standards.
- Welcome guests during check-in and giving a found to guest while checkout.
- Handling guest complaints and concerns in an efficient and timely manner.
- Overseeing VIP guests, arrivals and departures.
- Coordinating and multi-tasking job duties in an efficient and timely manner.
- Should possess detailed information about the hotel, city as well as the competition.
- Providing excellent customer service as per hotel standards.
- Providing information regarding the hotel, town attractions, activities etc.
- Check on reservations, complete their pre- reservation formalities.
- Maintain up-to date information on room rates current promotions offers and packages.
- Maintain all guest folios in the manner instructed and type out necessary guest likes and dislikes to the appropriate fields on the profile.
- Co-ordinate with housekeeping for clearing of rooms.
- Collect Guest feedback during guest departure along with his like and dislikes.
- Ensure that all check-ins and check-out are handled smoothly without unnecessary delay or Discomfort to any guest.
- Should be able to handle all guests without bias or prejudice.

- Follow the house rule and policies laid down by the management.
- Adhere to strict staff grooming and hygiene standards.
- Consciously and continuously strive to better his/her skills and increase his/her knowledge.
- Must possess strong organization time management skills, attention to detail. Positive attitude and outgoing personality is essential.
- Personable, enthusiastic, self-motivated and able to work independently.
- Observant, discriminating and detail-oriented
- Ability to understand and carry out oral and written instructions and request clarification when needed.
- Strong interpersonal and organizational skills.
- Handling complaints, and oversee the service recovery procedures.
- Ensure all decisions are made in the best interest of the hotels and management.
- Developing improvement actions carry out costs savings.



**D V MANOR**

**Quality Inn DV Manor, Vijaywada-A unit of choice hotels International, USA**  
 May 2012 TO 30<sup>th</sup> April 2016)

(1<sup>st</sup>

<b>Joined as HOT and left as Guest Relation Executive</b>
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**Responsibilities:**

- After training it was first job as a staff tried to learn as much i can and attended all training classes here for better on job training and knowledge.
- Got promoted as Guest Relation Executive after two years of experience and took charge of the Front Office department reporting to Front Office Manager
- Supervising the delivery of customer services, assuring world-class experience of the hotel's customers.
- Coordinating with other departments to ensure smooth functioning of the departments.



### **D V MANOR**

Industrial training from Quality Hotel DV Manaoor	From 01/11/2011	TO 30/04/2012
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### **EDUCATIONAL QUALIFICATION:**

<b>Name of the Institute</b>	<b>Examination</b>
Institute of Hotel Management ,Hyderabad, Andhra Pradesh	IHM,Hyderabad
D.D.U Gorakhpur University,Gorakhpur,Uttar Pradesh	B.A

### **PERSONAL PROFILES:**

Date of Birth : **October 10, 1992**

Father's Name : **Mr. Prem Shankar Trigunayat**

Permanent Address: Sooba Bazar,Kuranghat,Gorakhpur,Uttar Pradesh,PIN-273008

Sex/ Nationality : Female/ Indian

Language Known : English & Hindi

### **DECLARATION**

I do hereby declare that the fact mentioned above is true the best of my knowledge & brief.

***(Kalpana Trigunayat)***