

CURRICULUM VITAE

ARTI KUMARI

Permanent Address:

MANDAR, RANCHI
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Applying for the position of Front Office Sr. Executive.

OBJECTIVE :

A highly Self-motivated and goal oriented individual committed to excellence wish to become a significant contributor in an esteemed organization that provide challenging environment & opportunities. To obtain a position that will allow me to utilize my technical skills, experience and willingness to learn in making an organization successful.

Bachelor of Hotel Management .(3 years Degree)

(COMS Institute of Hotel Management), Varanasi, which is approved by Kalinga University Raipur, Chhattisgarh. Passed on 2017.(1st Division)

★• Currently I am Pursuing Master of Arts (PG) from Mandar College Mandar Ranchi University Jharkhand 2022 to 2024

- B.A (Bachelor Of Arts) Passed on 2022 from Mandar College Mandar Ranchi, Jharkhand. (Ranchi university Ranchi)2nd Division
- 12th Passed on 2014 from Ranchi Woman's College Ranchi, Jharkhand. (2nd Division)
- 10th Passed on 2012 from St. Anne's Girls high school Mandar Ranchi Jharkhand Board .(1st Division)

ADDITIONAL QUALIFICATION :- Basic knowledge of computer Knowledge of IDS software , Win HMS, med mantra, & Mango 360 software.

INDUSTRIAL EXPOSURE:

(★.)Interesting Department : Front office.

(★1.) I have Completed Industrial Training from Radisson Hotel Varanasi U.P . from 03rd April 2017 to 2nd Sept 2017.in IDS Software

(★2.) I have worked with Madin Hotel Varanasi As a GSA Position 09th. Sept.2017 to 22nd. Dec.2018 in IDS Software

**(★3.) I have Worked with Brijrama palace 1589 Group of Hotel varanasi U.P As a Sr.GSA position.
from 05th.Jan .2019 to 21st.March .2020
In the (IDS Software)**

**★4.) I have worked with Citrus Hotels & Resorts Pvt .Ltd,(Ahmedabad)
The BelvedereGolf&Country Club Pvt. Ltd, Adani Group of Company
As a GRE position.
From 12th. April . 2020 to 29th.March 2022) win HMS Software.**

(★5.) Currently I am working with Wedlock greens hotel and resort dhanbad .from 20th. April.2022 to till date. As a *Front office Executive*. position, In the front office department (IDS Software)

DUTIES AND RESPONSIBILITIES:

Welcome guests during check-in and giving a found farewell 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 a busy environment.

Should possess detailed information about the Hotel, city as well as the competition.

Detailed information regarding arrivals and room requirements.

Have up to date information on daily room occupancy

Providing excellent customer service as per hotel standards.

Greeting guests as they enter and exit the hotel.

Providing information regarding the Hotel, town attractions, activities etc.

Check on VIP reservations, complete their pre-registration formalities.

Allocate rooms to all arriving guests.

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 likes and dislikes.

Perform basic cashier activities as and when required.

Maintain guest lockers for safe custody.

Ensure that all check-ins and check-outs are handled smoothly without unnecessary delay or discomfort to any guest.

Give proper and complete handover to the next shift

Should be able to handle all guests without bias or prejudice.

Follow the house rules 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.

Good command of the English language is essential, both written and verbal

Must possess strong organization time management skills, attention to detail.

Must be guest service focused and a team player.

Positive attitude and outgoing personality is essential.

Must be able to work shifts - days, evenings, weekends and holidays.

Ability to relate well to Hotel guests and employees.

Professional in demeanour and presentation.

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.

Able to work morning, evening, weekend, holiday, and overnight shifts.

PERSONAL SKILLS :

➤ <u>CAPABILITY TO GRASP NEWER CONCEPT VERY FAST.</u>
➤ <u>ABILITY TO WORK IN DIFFICULT SITUATION</u>
➤ <u>A HIGH LEVEL OF DEDICATION, SINCERITY, COMMITMENT TO WORK.</u>

HOBBIES :

- SINGING
- TRAVELLING

PERSONAL & FAMILY DETAILS: - I have 05 Members in my family.

- Father's Name :- late.Dhanu Sahu
- Mother's Name: - Mrs . Balmati Devi, She is a House wife
- 01 younger Sister:- Ms . Lalita kumari,she is a Student .
- Grand Father's & Grand mother's:- both Are not Working

- Date of Birth:- 14th.June.1997
- Height :- 160cm
- Completion :- fair
- Sex :- Female
- Religion :- Hindu
- Marital Status :- Unmarried
- Nationality:- Indian
- Languages Known :- English & Hindi
- Blood Group:- B+

DECLARATION:

I hereby declare that all the mentioned information given by me are true & correct the best of my knowledge.

Thank you .

Date: -25th . sept .2023

signature applicant.

Arti Kumari

Place: Dhanbad jharkhand