

CURRICULAM VITAE



SHWETA VERMA | Sr. Front Office Executive

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Location: Chandigarh, UT

Ready to relocate: YES

OBJECTIVE

A people-oriented person with a happy disposition in life; has engaged self in tasks that dealt with business development activities, mapping of new market segments, sourcing out of new accounts and opportunities, relationship-building, customer service and guest-relations; can work well with different people from all levels and has a very optimistic view in life; can drive people and motivate them towards a common goal; highly organized and can work with minimal supervision.

EXPERTISE:

- Proficiency in computer applications (MS Office Word, Excel, Outlook) related to work
- Good customer relations skills
- Proficiency in both oral and written communication skills
- Good time management skills
- Organization, documentation, managing and coordination skills

PROFESSIONAL EXPERIENCE:



Hotel Sun Park Resort (4 Star Hotel)

Location: Zirakpur, Punjab, India

Role: Sr. Front Office Executive

Duration: 20th December 2021 to Present (1 year and still going on)

Hotel Sun Park Resort (4 Star Hotel)

Role: Front Office Executive

Duration: 1st November 2017 to June 2018 (8 Months)

Hotel Sun Park Resort (4 Star Hotel)

Role: Trainee- Industrial training in front office department

Duration: 1st May 2017 to 31st October 2017 (6 Months and 30 days)

Responsibilities:

- Presently, I'm working as a **Sr. Front Office Executive** with **4 stars Hotel Sun Park Resort**.
- Functioning as a receptionist wherein initial front office operations with clients are done.
- Coordinating and updated various department details regarding hotel reservations, inquiries and records.
- Responding and attending to different complaints, service issues and other general questions or concerns.
- Responsible for managing guest, clients and candidates.
- Responsible for greeting and directing guest and staff.
- Managing guest relation activities.
- Coordinating request of guest to other departments such as housekeeping, pantry, etc.
- Responding to different complaints of guest and offered a solution.
- Responsible for answering and attending to incoming and outgoing calls.
- Responsible for transferring calls to the concerned departments.



McDonald's India
Role: Crew Member
Location: Zirakpur, Punjab, India
Duration: 28th December 2018 to April 2019 (4 Months)

Responsibilities:

- I worked with McDonalds as a crew member's work in the Zirakpur Punjab Branch and at the front counter helping customers through the ordering process.
- My job duties include operating a cash register, running the drive-thru, cooking Big Macs and other menu items and completing other assigned tasks.

EDUCATION

DEGREE	INSTITUTE/ BOARD	YEAR OF COMPLETION
Bachelor of Arts in Tourism Studies	IGNOU University Delhi	Pursing (will be complete in June 2022)
Diploma in Front Office Operations	Institute of Hotel Management and Catering Technology- Chandigarh	2017
12 th	G. M. Sr. Sec. School, Chandigarh (CBSE) (Food & Beverage Service)	2016

AWARD OF HONOUR

- Took a participation in the cultural program- 11th global youth peace fest-GYPF 2016.

WORKSHOP/ TRAINING

- I've attended 10 day's workshop in Kala Gram organized by the Institute of Hotel Management and Catering Technology.


HONORS & RECOGNITIONS

I've got good compliments from the clients on TRIPADVISOR & GOIBIBO.



REVIEW ON TRIPADVISOR LINK:

https://www.tripadvisor.in/Hotel_Review-g1584814-d1149787-Reviews-Sun_Park_Resort_Chandigarh-Zirakpur_Chandigarh.html#REVIEWS




Sudhir wrote a review Mar 2022
1 contribution

★★★★★

Good food and fast service

"I had very comfortable. Stay at sunpark I love this property very much because of there staff and environment. All staff behavior very professional specially Vandana and shweta they both lady is very helpful thank you"




Sailash wrote a review Mar 2022
1 contribution

★★★★★

Shailesh

"Good food , best service in hotel staff was very nice and copratibe specially ms Vandana and shweta they both are very kind and helpful rooms are very very well maintained I will visited here again very soon"




Sharuk wrote a review Feb 2022
1 contribution

★★★★★

Great to stay at Sunpark

"Good service nice ambience food was amazing pool side area is very beautiful vandana and shweta and kishan they are very helpful and comprative rooms are very nice and clean i highlyly recemded this hotel for you"



Revati wrote a review Feb 2022
1 contribution

★★★★★

Food was very delicious

"Sunpark is very beautiful property Vandana kishan rajainder shweta are are like my family they all are very helpful and nice person service was amazing rooms are neat and clean pool side view was amazing"



Food was very delicious and rooms are good

"I was stay last night at sunpark property is very good and rooms are very big size with big washroom size they are providing lots of facilities I want to mention the name of vandana **shweta** rajander and rajan and rana they are made my stay comfortable"



Nimesh wrote a review Jan 2022
1 contribution



About service

"Excellent service rooms service is very fast Great staff Specifically ms Vandana and **Shweta** and all front office staff is great And food was very delicious delicious food rooms are very comfortable and clean"



amit gharlute wrote a review Jan 2022
1 contribution



service was an excellent

"Hotel sun park is great property rooms are on top class and hotel are provided great up to mark service Vandana Tanuj Kishan and **Shweta** they are very helpful person thankyou sunpark team for your lovely service"



mayank wrote a review Jan 2022
1 contribution



Services was very good

"food was good staff was very nice vandana and **shweta** thy both are doing gret service there we had very comfortable stay at this hotel i highly recomend this hotel for you thak you for making our stay comfortable"



Anilreddy wrote a review Jan 2022
1 contribution



Hotel staff was very courteous

"Vandana Kishan **Shweta** and Poonam they are doing great job at sun park I have one issue rooms are not perfect for me otherwise hotel service is great food was amazing lobby is very beautiful thank you sunpark team I will visit again"



Dhruv wrote a review Jan 2022
1 contribution



Rooms are very comfortable

"Hotel sunpark is very nice property rooma are very big size and bed is bery comfortable also food was bery delicious vandana and **shweta** is very nice girls. They are doing great job at reception also kishan is very good"



GauravJ084 wrote a review Dec 2017
New Delhi, India • 5 contributions • 2 helpful votes



Excellent Property in Chandigarh...

"We had wonderful time at the property.. extremely courteous staff and delicious food.. Special mention for **Shweta** at the Front Desk for making special arrangements for us.. Give Thumps Up to the entire team.."

REVIEW ON GOIBIBO:



Sarveshwar Inani (Stayed 15 Apr, 2022)
Family Traveller | 2 Reviews Written

5/5

The experience was awesome. I went with my family. The receptionists (**Shweta** and Daman) were awesome. They upgraded our room at zero extra cost. We enjoyed the swimming pool. The room service was fantastic and quick. Overall a five star rating. Reception, room service, Swimming pool