

# **RESUME**



---

## **AVANTIKA JOSHI**

House No. 3/6, Race Course

Dehradun Uttarakhand

Mobile: +91- 9520273220

Email: joshi.avantika180386@yahoo.com

---

## **OBJECTIVE**

My career objectives have been aimed at working honestly, diligently and sincerely towards achieving organizational goals with the right blend of intellectual satisfaction and creative contributions

---

## **PROFESSIONAL QUALIFICATION**

- ▯ Completed one year Diploma in ground staff from Avalon Aviation Academy Dehradun

---

## **EDUCATIONAL QUALIFICATION**

- ▯ Senior Secondary from NIOS Dehradun.
- ▯ High School from NIOS in Dehradun.

---

## **TECHNICAL QUALIFICATION**

- ▯ Basic knowledge of Computers (MS-Office, DOS,, IDS,

---

## **WORK EXPERIENCE**

Currently working as front desk executive in **JW Marriott Ceda spa by L'Occitane in Mussorie (SEPTEMBER 2021 to till Date)**

Roles and responsibilities:

- Oversee & supervise all duties performed by front office employees, ensuring they complete tasks at hand before their departure
- Making Booking & Reservation
- Coach, counsel & discipline employees when necessary using proper techniques
- Ensure proper inventory controls, working with sales & reservations to ensure maximum selling potential and house



- balance
  - Ensure accuracy of groups, rooming lists, billing, amenities, arrivals etc.
  - Maintain cleanliness & organization of back office, front desk, and front desk closet.
- Resolves guest problems quickly, efficiently, and courteously
- Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel
- Receives information from the previous shift manger and passes on pertinent details to the upcoming manager
- Checks cashiers in and out and verifies banks and deposits at the end of shift
- Enforces all cash-handling, check-cashing, and credit policies
- Monitor high balance guest and take appropriate action
- Ensure logging and delivery of all messages, packages, and mail in a timely and professional manner
- Monitor all V.I.P's special guests and requests

Worked as a Reservation Supervisor with Ramada Hotel Dehradun (20-April-2017 to 20-November 2020)

Roles and responsibilities:

- Trains, cross –trains, and retrain all front office personnel
- Making Booking & Reservation.
- Participates in the selection of front office personnel
- Schedules the Hotel staff
- Supervises workload during shifts



- o Evaluates the job performance of each front office employee
  - o Maintains working relationships and communicates with all departments.
  - o Verifies that accurate room status information is maintained and properly communicated
  - o Resolves guest problems quickly, efficiently, and courteously
  - o Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel
  - o Receives information from the previous shift manger and passes on pertinent details to the upcoming manager
  - o Checks cashiers in and out and verifies banks and deposits at the end of shift
  - o Enforces all cash-handling, check-cashing, and credit policies
  - o Monitor high balance guest and take appropriate action
  - o Ensure logging and delivery of all messages, packages, and mail in a timely and professional manner
  - o Monitor all V.I.P's special guests and requests
  - o Review Front office log book and Guest feedback forms on a daily basis
  - o .Perform other duties as requested by management
  - o Inventory management of entire hotel
  - o Maintain relation with Corporate and Travel agents to improve Hotel sales
- ▢ Four Years (18-May-13 to 20-April-17) worked as a Front Office Executive **Inderlok Hotel Dehradun**
- ▢ Roles & responsibilities :
- o Oversee & supervise all duties performed by front office employees, ensuring they complete tasks at hand before their departure
  - o Making Booking & Reservation
  - o Coach, counsel & discipline employees when necessary using proper techniques
  - o Ensure proper inventory controls, working with sales & reservations to ensure maximum selling potential and house balance
  - o Ensure accuracy of groups, rooming lists, billing, amenities, arrivals etc.
  - o Maintain cleanliness & organization of back office, front desk, and front desk closet.
- ▢ Worked as Telesales in **Country Clubs**.

---

### HOBBIES

---

- ▢ Making good and healthy relations, listening Music and interacting with People.
- ▢ Other hobbies are Surfing, Reading, Travelling

---

### PERSONAL DETAILS

---



Father's Name : Late M.M. Joshi  
Mother's Name : Smt. Shalley Joshi  
Date of Birth : 18<sup>th</sup> March, 1986  
Nationality : Indian  
Language Know : English, Hindi  
Dated:

Place: Dehradun

**(Avantika Joshi)**

