**CURRICULUM VITAE**



DAUD

MAJRA BAKSH

Ward No. 9

Bazpur, U.S. Nagar,

Uttarakhand, Pin - 262401

Mobile – 8532088330, 8076089972

Email:-Daudmansoori10@gmail.com

**OBJECTIVE:**

 Looking to bring excellent and consistent administrative and customer service experience while making a positive influence through organization and communication with all potential clients.

**PROFESSIONAL QUALIFICATION:**

* Completed BBA-HM from Allahabad Agriculture University.
* **MBA Appearing** from Swami Vivekanand Subharti University Meerut.

**ACADEMIC QUALIFICATION:**

* High School passed from Uttarakhand Board year in 2013 with Second Division.
* Intermediate passed from Uttarakhand Board year in 2015 with First Division.
* Private B.A. Passed from Kumaun University Nainitaal year in 2015 to 2018 with Second Division.

**EXPERIENCE:**

* Currently Working in **Regenta Central Noida by Royal Orchid Hotels** **Ltd.** from 12th Feb. 2020 to till date as a **Front Office Executive**.
* Worked in **Carnelian by Glory Bower Hotel Muscat, Oman** from 20th July 2019 to 01st Feb 2020 as a **Front Office Supervisor**.
* Worked in **Justa Sajjangarh Resort & Spa Udaipur** from 20th July 2018 to 05th July 2019 as a **Front Office Supervisor**.
* Worked in Hotel **Sarovar Portico Naraina New Delhi** from 01st March 2017 to 04th July. 2018 as a **Front Office Associate**.
* Six month working **Industrial Trainee** in **Piccadilly Hotel New Delhi** from 01st August 2016 to 1st February 2017.

**KEY AND RESPONSIBILITIES:**

* Control online inventory and price by CHANNEL MANAGER.
* Excellent phone manner and ability to deal with high-volume calls
* POS and office software proficiency
* Experience in using online calendar and scheduling systems
* Knowledge of the hospitality industry
* Excellent at going the extra mile to assure customer satisfaction
* Problem-solving and conflict resolution
* Able to remain calm and efficient under pressure Effective multitasking while maintaining relaxed and pleasant manner
* Thorough knowledge of local attractions, restaurants, and services
* Organized and detail-oriented, Skilled in positive communication with difficult customers
* Quick learner
* Checks cashiers in and out and verifies banks and deposits at the end of each shift.
* Receives information from the previous shift manger and passes on pertinent details to the oncoming manager.
* Enforces all cash-handling, check-cashing, and credit policies.
* Maximize room revenue and occupancy by reviewing status daily. Analyze rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily. I.e. flash report, allowance etc.
* Monitor high balance guest and take appropriate action.
* Ensure implementation of all hotel policies and house rules.
* Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis, and simple configuration changes.
* Prepare revenue and occupancy forecasting.
* Monitor all V.I.P’s special guests and requests.
* Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests managers and other employees
* Maintain required pars of all front office and stationary supplies.
* Supervises workload during shifts.
* Maintains working relationships and communicates with all departments.
* Verifies that accurate room status information is maintained and properly communicated.
* Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel.
* Review Front office log book and Guest feedback (QMS) on a daily basis.
* Review daily front office work and activity reports generated by Night Audit.

**ACHIEVEMENTS:**

* Awarded as a best employee of the month of December2018 by hotel **Justa Sajjangarh Resort and Spa Udaipur**.
* Awarded as a best employee of the month of March 2018 by hotel **Sarovar portico Naraina new Delhi**

**INTERESTS:**

* Playing Cricket

**SOFTWARE KNOWLEDGE:**

* WIN HMS
* IDS (FORTUNE NEXT V6.5002.1)

**PERSONAL DETAILS:**

Name : **DAUD**

Father’s Name : Mr Shamshad

Mother’s Name : Mrs Nargis Jahan

Date of Birth : 1st May 1997

Gender : Male

Language Known : Hindi, English

Marital Status : Unmarried

Nationality : Indian

Permanent Address Majra Baksh Ward No. 9

 Bazpur, U.S. Nagar

 Uttarakhand, Pin - 262401

Date: (DAUD)

Place: Signature