

RESUME



AVANTIKA JOSHI

House No. 3/6, Race Course

Dehradun Uttarakhand

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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 retrains 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 : 18th March, 1986
Nationality : Indian
Language Know : English, Hindi
Dated:

Place: Dehradun

(Avantika Joshi)