



MONIKA THAKUR

CONTACT

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SKILLS

- Guest relations professional
- Provided friendly and courteous service to all guests.
- Maintained up-to-date knowledge of hotel protocols for effective, efficient services.
- Motivational team player
- Proficient problem solver
- Proven sales abilities
- Expert planner
- Proficient in MS Office
- Excellent time management skills
- Developing menus
- Communication skills
- Courteous and helpful
- Goal-orientated
- Skilled in Microsoft Office
- Well organised
- Strong verbal communication
- Data management
- Team management
- Dynamic, friendly hostess
- Calm and level-headed under duress

PROFESSIONAL SUMMARY

Experienced Guest relation in F&B with a demonstrated history of working in the hospitality industry. Skilled with Food and beverages knowledge, Micros, seven rooms, operas Software etc. Hospitality management and customer service. Strong operational professional with an experience of 6 years and continue in industry

WORK HISTORY

Head Hostess

08/2020 to Current

FIVE PALM JUMEIRAH HOTEL, THE PENTHOUSE - Dubai,
United Arab Emirates

- Greet incoming and departing Guests warmly with a genuine smile and eye contact.
- Protect establishment and patrons by adhering to sanitation, safety and alcohol control policies.
- Handle clients amicably and with understanding whether they have reservation or not.
- Make great and impressive first impression on clients
- Schedule reservation for guests both in person and over the phone.
- Communicate with supervisors or management on any issue related to customers.
- Handle all cases related to guest courteously and professionally.
- Providing training to new staff on Guest relation standard, guest service etiquette and telephone operator.
- Keeping update of all the new happening around the hotel and train the staff with the same knowledge.

Guest Service / Hostess

03/2019 to 07/2020

Five Palm Jumeirah Hotel - Dubai, United Arab Emirates

- Guest Database- Adding new guests to the database, Reservations, Promotion, maintaining profile of regular guests and high spenders, Group Queries and informing Guests about our new promotions and theme nights.
- Taking care of the reports and daily inventory of the supplies, responding to guest inquired and group events and hosting.
- Managing Leave application forms, Oasys Live software, Master rota, trip advisor comments, guest feedback comments and coordinating with the manager for the same Providing training to new staff for service standard, guest service etiquette and telephone Etiquette.

- Ensuring and providing flawless, upscale, professional and high class guest service Experiences Responding to guests needs and anticipating their unstated ones.
- Maintained highly loyal clientele by delivering unparalleled service at every stage of restaurant dining experience.
- Cultivated positive guest relations by managing information and orchestrating speedy seatings.

Public Relation Executive 08/2018 to 02/2019

FUSION GROUP- HEADLINES BISTRO&CAFÉ

- Promotion and promoting the restaurant and offers, Marketing of the venue.
- Looking group reservation or event inquiry and provide as requested.
- Engaging with guest in order to give flow less dining experience Making strategies in order to increase sale for F&B Analyzing customer feedback and providing strategic direction to continuously improve overall rating Coordinate and manage communication between guests and staff and follow up to ensure complete service recovery.

Guest Relation/Head Hostess 01/2018 to 04/2018

MINT LEAF OF LONDON ‘DIFC

Guest Relation Executive 08/2016 to 12/2017

SPICE & ICE RESTAURANT AND LOUNGE

Senior receptionist 04/2016 to 08/2016

SPICE & ICE RESTAURANT AND LOUNGE

F&B Hostess 12/2014 to 04/2016

THE OBEROI DUBAI - Dubai, United Arab Emirates

F&B Hostess 06/2014 to 12/2014

MISTRAL RESTAURANT

EDUCATION

Bachelor of Arts : Program, 03/2016

CH. CHARAN SINGH UNIVERSITY - Meerut, INDIA

Diploma : Aviation Hospitality, Travel Management, 06/2014

Frankfinn Institute of Air Hostess Training, - Delhi