

JASWANT SINGH

Front Office Executive



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Currently in Deira,
Dubai UAE.



[linkedin.com/in/jaswant-singh](https://www.linkedin.com/in/jaswant-singh)

SKILLS

Guest Service

Guest handling

Cashiering

Currency exchange

**Inventory control
procedures**

Upselling

Facilities loyalty program

Night auditing

Microsoft Office

IDS Software PMS

Opera Software PMS

Academics

BSc

(Hotel & Catering Management)

Madurai Kamaraj University

(IHA Delhi)

2015-2018

12th

CBSE Board

2014-2015

10th

CBSE Board

2012-2013

Objective

Looking for an innovative and challenging environment that can fully utilize my capabilities and provide me an opportunity to be part in the development of the organization.

Employment:

Employer Name	Duration
Stonewood Nature Resort	Jan 2021 - May 2021
Golden Palms Hotel & Spa	Mar 2019 -Sept 2021
PVR Gold Class Cinema	Jan 2018 - Aug 2018
The Suryaa Hotel	Jan 2017 - May 2017

Work Experience:

Stone Wood Nature Resort

Front Office Executive

- Responsible for group movements & Group Billing.
- Implement company's initiatives to address guest feedback on overall service quality.
- Coordinating with other departments to ensure smooth operation.
- Monitoring the VIP movement of the hotel.
- Ensure service provided by front office staff meets or exceeds guest expectations to build customer loyalty through product and or service excellence.

The Golden Palms Hotel & Spa

Front Office Associate

- Contribute towards revenue generation through means of up selling the room & walk-in
- Check the group movements, crew movements & organize welcome letters, rooming list.
- Ensure brand standards of the hotel are maintained at all the time.
- Responsible to perform and handle all the cashiering activities. (Such as money exchange) check in and check outs

PVR Gold Class Cinema

Guest Service Associate

- Greeting & welcoming the guest.
- Sale the tickets to the walking guest assist to the respective auditorium and solving to their quires.
- Sale and promote the food and beverage items as per the standard procedure.
- Facilities the loyalty member program.

The Suryaa Hotel

- Ongoing the industrial training & explore the hospitality industry.
- Work with in an all-major operational department such as food production, food & beverage, housekeeping and front office department.
- Assist to the associate & executive with their operational part and lesson from them.

Achievements:

- Awarded by the best **smile** of the month.
- Awarded by the best **employee** of the month

Personal Profile: -

- | | |
|------------------|---------------------|
| • Father Name | Mr. Jai Bahadur Pd. |
| • Date of Birth | 16 August 1996 |
| • Marital Status | Unmarried |
| • Religion | Hindu |
| • Nationality | Indian |
| • Language | English, Hindi |

DECLARATION:

I hereby declare that all the information provided above is true and authentic.

DATE:

(JASWANT SINGH)

