



DOLLY CHITRODA

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SUMMARY

To utilise knowledge, skill & analytical ability with confidence & hardwork. To increase my knowledge & potential to make myself a valuable asset to my organisation

KEY COMPETENCIES AND TECHNICAL SKILLS

Time Management	Customer Service	Team Work
Working under pressure	Adaptive nature	Outgoing personality

WORK EXPERIENCE

HOSTESS (F&B) department

The Fern Goregaon , Mumbai, INDIA. (July 2017 – August 2018)

Responsibilities:

- * Greet & welcome guests.
- * Responding to customers questions and complaints and deal with problems either in person or by phone.
- * Escorting them to their respective tables.
- * Offering menu.
- * Settling bills & receipts .
- * Booking reservations .
- * Maintaining guest relations .

CUSTOMER SERVICE ASSOCIATE.

WIPRO(Singapore airlines), Mumbai, INDIA. (August 2019 – July 2020)

Responsibilities:

- * Making reservations & flight bookings for passengers.
- * Solving queries like flight delay, scheduled change ,date change.
- * Helping with flight status & baggage information.
- * Helping them with hotel bookings.
- * Guiding them with flight new deals.
- * Emailing flight status &PNR number

RECEPTIONIST

Bhairav care & cure hospital (BCCH) Mumbai,INDIA. (January 2021 – September 2021)

Responsibilities:

- * Booking & Scheduling appointments for patients .
- * Answering calls on telephone for any queries .
- * Assisting patients with necessary documents & reports.
- * Arranging couriers(documents,reports)
- * Maintaing personal & financial record of the patient.
- * Keeping the reception area clean & tidy

EDUCATION

Diploma in Aviation,Hospitality & Travel management (2017)

Frankfinn Institute of Airhostess Training, Mumbai, INDIA.

HSC From Maharashtra Board (2017)

SSC From Maharashtra Board (2015)

Basic understanding of (Microsoft Word, Excel, PowerPoint,Tally)

PERSONAL DETAILS

Date Of Birth	5th January 1999
Fathers Name	Mr.Ashok Jivraj bhai Chitroda
Passport No	U7653391
Martial Status	Unmarried
Language Known	English, Hindi, Gujarati.
Address	Al Sultan Bldg ,Computer street
Visa Type	Visit Visa

REFERENCES

References are available upon request.

Date :-

Place :- Bur Dubai

(Dolly Chitroda)