Name: Neha August aka Bajoul

Address: Alle Biryani ,Floreal

Mobile: +230 59865103

Email: [nehabeegun@gmail.com](mailto:nehabeegun@gmail.com)

Skills/Abilities:

* Over 5 years of experience in the hospitality and service industry.
* Excellent customer service skills.
* Skilled in organization, time-management and bookkeeping procedures.
* Excellent communication skills in French and English with strong leadership abilities.
* Proficiency with computers and Microsoft office software (Word, Excel, PowerPoint).
* Ability to manage multiple tasks simultaneously.

Experience:

Daily Shop Manager – 2021-2023

* Opened and closed store, responsible for all accounting transactions daily.
* Inventory stock and reorder when inventory drops to a specified level.
* Ensure products are correctly priced, organized, and displayed.
* Determine price schedules and discount rates.
* Engage with customers in a sincere and friendly manner to provide the ultimate customer service experience.
* Resolve customer complaints regarding sales and service.

Voila Bagatelle Moka Housekeeper – 2019-2021

* Executed all housekeeping duties, including cleaning rooms and responding promptly to guest requests.
* Anticipate customer needs and leave appropriate products for guest use.
* Handled guest complaints concerning housekeeping service and referred problems to management for adjustment.
* Followed the strict precautionary measures that were required to always protect the hotel and guest property.
* Managed day to day housekeeping of 30 rooms.

Education/Certificate:

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Lycée Mauricien - Form 4 – 2007