

PINKY BANERJEE

Work Experience:

Administrative Head

Wadia Ghandy & Co. (Ahmedabad)

Advocates, Solicitors and Notary

August, 2007 till date

- To handle with all accounts & administration works;
- Drafting official letters;
- Prepare and maintain pre-authorize payments monthly or as required;
- Review of Formats, Methods & policies pertaining to Accounts & Administration;
- Maintain accurate listing of overdue accounts and suspensions in accordance;
- Maintenance and Finalisation of Accounts;
- To handle all statutory issues - TDS, Employee Tax, Firm Tax, Advance Tax etc.
- Respond to client or payer account inquiries as required;
- Updation of employee database in all respects;
- Handling payroll system and Employee Salaries and other payments;
- Preparation of necessary reports for Appraisal;
- Purchase of stationary and any housekeeping materials;
- To coordinate with the housekeeping team, for maintaining cleanliness on daily basis;
- To ensure general cleaning and hygiene;
- To ensure the entire office maintains good decorum;
- To handle the recruitment process of office staff;
- To conduct orientation programmes for new employees;
- To handle the travel booking of senior authorities;
- Oversee and supervise the function of Office Administration.

Front Desk Executive

Le Meridien Hotel, Ahmedabad

September 2005 to March 2006

- Greets, registers and assigns rooms to guests;
- Issues room key to guest;

- Responsible for proper key control and other security measures;
- Transmits and receives telephone messages and sets up guests' wake-up calls;
- Answers inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions;
- Keep records of room availability and guests' accounts. Operates the front office computer system. Makes photocopies if needed;
- Computes bill, collects payment and makes change for guests;
- Makes and confirms reservations;
- Posts charges such as room, food or telephone to guest folio;
- Deposits guests' valuables in hotel safe or safe deposit box;
- Checks out guests and inquires about their stay;
- Provides and ensures high-quality guest relations. Receives and resolves guest complaints in a manner consistent with company policy. Makes Manager on Duty aware of any guest complaints.
- Maintains the desired levels of quality assurance ratings, including guest comment cards, accounting audit and inspection scores.
- Confers and cooperates with other departments as needed to ensure coordination of activities.
- Works toward a 90% walk-in conversion rate goal.
- Ensures Inn compliance of all company policies and procedures.
- Adheres to all safety procedures and informs management of any unsafe conditions.
- Attends meetings and training as requested.

Educational Qualifications:

- B. A. with English Literature from Sheth R. A. Arts & Commerce College, Gujarat University, in the year 2004.
- Diploma in Aviation Hospitality & Travel Management from Frankfinn Institute of Air- Hostess Training, Ahmedabad, periods July 2004 to September September 2005.
- Certificate in Computing (CIC) from Indira Gandhi National Open University (IGNOU), Ahmedabad period July 2004 to December 2004
- Diploma in Software Application from Academy for Computer Training (Guj.) Pvt. Ltd. period July 2001 to December 2001

Personal Details:

- Date of Birth: 04-02-1984
- Permanent Address: 28, Safalkunj Society,
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