

PERSONAL DETAILS:**RESUME**

NAME : Dejina Rani Roychowdhury

DATE OF BIRTH : 25th October 1978

PERMANENT ADDRESS : 173/3 Putiary Banerjee Para Road
Haridevpur Kolkata Opp.Milan Sangha Club
Tollygunge Kolkata 82 .West Bengal

CONTACT NO. : +9170020 73592

E-MAIL ADDRESS : d_roy_chowdhury@yahoo.com

HEIGHT : 157 cms.

NATIONALTY : Indian

MARITAL STATUS : MARRIED

LANGUAGES KNOWN

	ENGLISH	HINDI	ASSAMESE	BENGALI
READ	√	√	√	√
WRITE	√	√	√	√
SPEAK	√	√	√	√

QUALIFICATIONS:

LEVEL	SCHOOL/COLLEGE	YEAR	RESULT
• Class 10 th	Peace Cottage School, Dibrugarh	1997	Pass
• Class 12 th	Oil India Higher Secondary School, Duliajan	1999	Pass

NAME OF COURSE	INSTITUTE	YEAR	RESULT
1.Diploma In Aviation 2.Hospitality 3.Travel And Tourism Management 4.Personality Development, Grooming, First Aid & Swimming	Frankfinn Institute of Air Hostess Training, Guwahati, Assam	2004-2005	Pass
NAME OF COURSE	INSTITUTE	YEAR	RESULT
Diploma in Computer Office2000& Internet	Institute of Information Technology & Management, Tinsukia, Assam	2004	Pass

WorkExperience:

Worked at The Gateway Hotel Nasik (Tata Enterprise) as a Travel Desk Executive (**Indi travel Private Limited**) period from 05January 2007 till 31st March 2011.

Job Profile at The Gateway Hotel:

- Responsible for tour reservation.
- Responsible for duty allocation and briefing to the staff.
- Responsible for smooth day to day functioning and supervise the tour reservation, ticketing.
- Responsible for guest preferences.
- Handling guest complaint and make suggestion to the guest
- Responsible as trainer in the department
- Report to the F.O.M and discuss all the information
- Additional responsibility to work at the hotel Front Desk in Reservations Check-in, check-out, greetings, billing, profiling, service centre.
- To give regular feedback to the F.O.M.
- Presently working at **ELLBEE GANGA VIEW HOTEL** Rishikesh from 15 April 2023 as a **Front Office Executive**.

JOB Profile at ELLBEE Ganga View Hotel

- Overseeing the day to day operations including check in, check-out, hotel reservations, guest queries, maintaining guest records, CForm, coordinate with housekeeping. Handles concierge desk of hotel.
- Handles guests interaction in person and also email correspondence ,ensures that the guest have a good time and convert their happiness into great reviews.
- Responsible to execute the task which will be inclusive always.
- Reports to the Managing Director of the hotel and discuss all the informations.

PLACE: Rishikesh

Signature

DATE:

Dejina Rani Roychowdhury