

NANDINI GODBHARLE



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SKILLS

- Communication skills
- Teamwork
- IT skills
- Customer service
- Problem solving
- Attention to details

EDUCATION

MSC IN INTERNATIONAL TOURISM AND HOSPITALITY

MANCHESTER METROPOLITAN UNIVERSITY, UK

2023- 2024

BACHELOR DEGREE OF HOTEL MANAGEMENT

MSIH MCT, INDIA

2019- 2023

ACHIEVEMENTS

- Increased Guest Satisfaction: Implemented a personalized guest service program for increase in customer satisfaction scores over six months.
- Organising Events: Managed an event during my training for organisational skills and meet clients expectations and feedback.

LANGUAGES

- English (Advance)
- Hindi (Native)
- Marathi (Native)
- Spanish (Beginner)

PROFILE SUMMARY

Customer-oriented hospitality professional with 1.5 years of experience in providing exceptional service and administrative support. Adept at handling administrative tasks, providing excellent customer service, and ensuring smooth office operations. Known for a friendly demeanor, strong communication skills.

WORK HISTORY

Guest Service Assistant

2024 - 2025

Residence Inn, Piccadilly (Marriott Groups)

- Greet and assist guests in a friendly and professional manner, ensuring their needs are met promptly and efficiently.
- Manage check-in and check-out processes, including handling reservations, payment transactions, and guest information.
- Address and resolve guest complaints or concerns, ensuring a high level of satisfaction.
- Handle phone calls, emails, and online booking systems to manage reservations.
- Operate Opera for Check-in and check-out of guests, interaction regarding any complaints.

Events Assistant

2023- 2024

Vermillion, Manchester

- Handling client inquiries and resolve issues during events to ensure satisfaction.
- Guidance with post-event evaluations and feedback collection.
- Assisting in the planning and execution of corporate events, conferences, and meetings for the customers.
- Assisting the production team with event setup, ensuring all AV equipment, signage, and decor according to the floor plan, ensuring they are evenly spaced and aligned for conference and events.

Receptionist

2021 - 2022

Four Points, Pune

- Monitored and maintained the front desk area, ensuring a welcoming environment.
- Coordinated and managed meeting room bookings and schedules.
- Processed incoming and outgoing mail, packages, and deliveries.
- Maintained records and databases for client appointments and contact information.