

Alisha Srivastava

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Summary:

Well-rounded professional committed to interacting with guests and resolving issues to propel customer satisfaction. Smoothly resolves issues, greets guests and oversees reception at busy establishments. Polished and tolerant when handling high-stress situations using appropriate responses. Organized and service-focused with background in Room Service Order Taking. Strong communication skills demonstrated through successful customer interaction and team collaboration. Skilled in order processing, menu knowledge and meeting dietary needs of guests. Made significant impact in previous roles by enhancing customer satisfaction and improving order turnaround time.

Education:

- **Kanossa Convent School, Ghaziabad, 2016 – 2017**
High School | CBSE
- **Andhra Education Society, New Delhi, 2018 – 2019**
Matriculation | CBSE
- **AIHM, Noida, 2019 – 2022**
Bachelor of Hospitality Management Tour & Travellism

Skills:

- Complaint Handling
- Greeting and directing
- Guest Relations
- Issue Resolution
- Upselling abilities
- Menu presentation
- Professional Attitude
- Food safety knowledge
- Problem-Solving
- Hygiene standards
- Guest service

Work Experience:

• Guest Service Associate | The Leela Ambience Convention Hotel Delhi

Delhi, India | Jan 2023-Jan 2025

- Greeted guests in a friendly and professional manner.
- Strong communication and interpersonal skills to collaborate with team members, communicate with business clients, and build relationships with customers. Provided excellent customer service to all guests.
- Took orders accurately and delivered food promptly to the guest's room or suite.
- Checked with guests to ensure that they were satisfied with their meals.
- Performed cashier duties such as taking payments, making change, and processing credit cards.
- Answered phone calls from guests to take orders or respond to inquiries.

• F & B Sales Representative (Sultan, The Great Kebab Factory, Brewhouse) | Radisson Blu Kaushambi

Delhi NCR, India | Jun 2022-Jan 2023

- Assigned seating arrangements based on customer preferences and restaurant policies.
- Coordinated with media, bloggers, and influencers for PR Activities.
- Provided menus and answered questions about menu items and specials.
- Managed reservations, waitlists, and special requests for large parties.
- Ensured that food was served promptly after being prepared by the kitchen staff.
- Communicated with kitchen staff regarding customer feedback or complaints.

• Job Training | Radisson Blu Kaushambi

Delhi NCR, India | Nov 2021-May 2022

- Greeted customers and escorted them to their tables.
- Helped service staff handle demand by distributing food and beverages.
- Greeted incoming guests to escort to assigned dining area and present menus.
- Built positive relationships with other front-of-house and kitchen staff.
- Greeted guests and gathered information to seat groups or place on waitlist.

• Industrial Training | The Lalit

Barakhamba, New Delhi, India | Mar 2021-Nov 2021

- Assessed employee skills and identified areas for improvement.
- Compiled weekly reports on customer feedback and satisfaction ratings.
- Conducted interviews with customers to gain insights into their experiences.

• Vocational Training | Fortune Inn Grazia

Noida, Uttar Pradesh | Oct 2020-Jan 2021

- Attend vocational training activities, such as workshops, seminars, and other educational events.

Computer Proficiency:

- Micros
- Touche
- Opera
- MS Office

Languages:

- Hindi
- English

Personal Interests:

- Learn New Skills
- Interaction with people
- Playing Badminton & Basketball
- Managing and Decorating, Art and Craft

Personal Details:

Father's Name: Mr. Shatrughan Srivastava

Mother's Name: Mrs. Renu Sinha

Birthday: April 12, 2002

Marital Status: Single

Nationality: Indian

Declaration:

I, Alisha Srivastava, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Alisha Srivastava