



**Sumana  
Ghosh  
Dastidar**  
Hotelier

## Personal Information

39/B Bishalaxmi tala,  
Behala, Kolkata -  
700060

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 Sumana Ghosh  
Dastidar

## Objective

I would like to involve myself in a challenging environment of fering scop for growth and development and opportunity to apply my learning effectively contribute towards the achievement of the organisation goal. Having experience as a "FO Professional " over 1year at "**Fairfield by Marriott**" **Indore** and over 6 month at "**Fairfield by Marriott**" **Kolkata** . Currently seeking for a great opportunity where I can learn more things about FO to enhance my skills for organisation growth and my future. Looking for position that will enable me to use my organisation skill, education, background and ability to work with people where I will be seeking opportunities to learn and improve my skills.

## Employment History

### **FRONT OFFICE ASSOCIATE - FAIRFIELD BY MARRIOTT, Indore**

October 2022 - November 2023

- Updated guest preference into Check in and Check out, empower GXP, OPERA and use Guest Planning Screen report to identify opportunities for future stays also gather feedback during their stays.
- Be responsible to warm welcome and taking care of elite member on arrival experience.
- provided information about hotel, restaurant, nearby attractions, available rooms, rates and amenities.
- Greeted guest and responded to guest inquiries, request and issues in a timely, personable, and efficient manner to resolve guest concerns.

## Professional skills

Guest Satisfaction Effectively.  
Communication Situation. Handling Up Selling, Good knowledge about OPERA and IDS also, Outlook, Marriott International GXP, POS, Ms office, Ms Word  
Advanced

## Hobbies

Writing, Cooking, Reading Books

## Languages

Hindi, English, Bengali  
Fluent

## Employment History

### FRONT OFFICE ASSOCIATE - FAIRFIELD BY MARRIOTT, Kolkata

November 2023 - May 2024

- Updated guest preference into Check in and Check out, Empower GXP, OPERA and use Guest Planning Screen report to identify opportunities for future stays also gather feedback during their stays.
- Be responsible to warm welcome and taking care of elite member on arrival experience.
- provided information about hotel, restaurant, nearby attractions, available rooms, rates and amenities.
- Greeted guest and responded to guest inquiries, request and issues in a timely, personable, and efficient manner to resolve guest concerns.

### SR. ASSOCIATE IN FRONT OFFICE - Hukam's Lalit Mahal, Chhattisgarh, Raipur

May 2024 - Continue

## Education

### WBBCHSE - Higher Secondary Education

- 2020

### MAKAUT UNIVERSITY - B.sc in Hotel and Hospitality Administration in Institution of Hotel and Restaurant Management , Kolkata, Sonarpur.

September 2021 - October 2023

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September 2021 - October 2023

## Achievement & Awards

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- Earn Letter of Appreciation for courteous service and Guest voice Champion in the hotel.