



Jasbinder Kaur Reservation Executive

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SUMMARY

I am a qualified and professional with a high level of experience and a real zest for sharing my passion to serve the guests. I aim to attain an engaging position in the field of hospitality management. I hope to create wow experiences for the guest at every moment with the positive mindset.

EDUCATION

2016- 2018

Masters of Hospitality Management
Institute of Hotel and Tourism Management
Maharshi Dayanand University, Rohtak

2013-2016

Bachelors of Hospitality Management
Institute of Hotel and Tourism Management
Maharshi Dayanand University, Rohtak

2011 - 2013

CBSE, High Schooling
Sarvodaya Vidyalaya Sharda Niketan, Delhi

CAREER

**RESERVATION EXECUTIVE
ALILA FORT BISHANGARH, JAIPUR
FROM FEB 2021 TILL DATE**

- Assist to make all room reservations and ensure maximize room revenue for all and ensure all reservation detail update on all computers within required operating procedures.
- Looking after the reservation department's operation and team management.
- Analyze all guest and travel agent requirements through telephone and emails and recommend suitable options for all customers and assist to confirm all reservations.
- Coordinate with sales department and manage all communication for group bookings and maintain all calendars for hotel and inform operation staff for same.

**RESERVATION SUPERVISOR
CROWNE PLAZA NEW DELHI, ROHINI
FROM JUL 2019 TO JAN 2021**

- Analyze all guest and travel agent requirements through telephone and emails and recommend suitable options for all customers and assist to confirm all reservations.
- Coordinate with sales department and manage all communication for group bookings and maintain all calendars for hotel and inform operation staff for same.
- Manage all incoming calls for reservation department and ensure response all queries and maintain professional relationship and atmosphere at all times.
- Develop and maintain professional relationships with all computer associate and supervise and inform manager of all issues and coordinate with call center to resolve same.
- Assist to book and block all rooms according to required standards and manage all special reservations and monitor all reservations and discounts.
- Manage all mails from guests and ensure response and completion of all guest requests and evaluate all reservation logbook and provide update on everyday basis.

**RESERVATION SUPERVISOR
THE LEELA AMBIENCE CONVENTION HOTEL, KARKARDOOMA
FROM DEC 2018 TO JUL 2019**

- Ensure all incoming calls with courtesy and ensure efficient resolution of all guest inquiries for various hotel services and operations.
- Processes reservations by mail, telephone, telex, cable, fax or central reservation systems referral.
- Processes reservations from the sales office, other hotel departments, and travel agents.
- Creates and maintains reservation records by date of arrival and alphabetical listing.
- Processes cancellations and modifications and promptly relays this information to the front desk.
- Understands the hotel's policy on guaranteed reservation and no-shows.
- Processes advance deposits on reservations.

**SENIOR FRONT OFFICE ASSOCIATE
THE LEELA AMBIENCE CONVENTION HOTEL, KARKARDOOMA
FROM OCT 2017 TO DEC 2018**

- Welcome guests and visitors to the front lobby of the facility, record their information and choose a room or rooms for them based on their needs.
- Collect the guest's payment using either credit/debits cards, cash or checking account information for rooms at the end of each stay and ask for a room deposit when necessary.
- Settle the facility register at the end of each shift or day by counting the drawer, printing receipts and running financial activity reports.
- Communicate with other hotel staff, such as housekeeping or maintenance, when rooms are ready to be cleaned or repaired in preparation for a new guest.
- Answer phone switchboards and transfer calls and take messages.

**FRONT OFFICE ASSOCIATE
JAYPEE SIDDHARTH, RAJENDRA PLACE, DELHI
FROM JUN 2016 TO OCT 2017**

- Administer all guest departure on everyday basis and ensure compliance to all established manual and computer procedures.
- Develop and maintain effective professional relationship with all clients and provide assistance on phone and in person.
- Ensure optimal level of customer services for all guests and manage all communication

with guests for check in and check out process.

- Maintain neat and clean desk and lobby area at all times and greet all guests with courtesy.
- Administer and perform all cashier functions and perform efficient cash drawer and ensure accuracy in calculating all credit card payments.

CERTIFICATIONS

- Job Training in Front Office Department
The Gateway Resort, Damdama Lake
DEC 2015 to MAR 2016
- Industrial Training- Major Departments
Crowne Plaza New Delhi, Rohini
MAY 2014 to OCT 2014

SPECIALIZATION : Guest Lecturer of Tourism Management in secondary schools

SKILLS

- | | |
|--------------------------|---------------------------|
| ➤ Communication | ➤ Multitasking |
| ➤ Team Work | ➤ Quick Learner |
| ➤ Emotional Intelligence | ➤ Good System's Knowledge |
| ➤ Attention To Detail | ➤ Hardworking |

PERSONAL INFO

Father's Name : Mr Mahender Singh
Date of Birth : 12th Dec 1995
Height : 152.04 cm
Weight : 58 kg
Marital Status : Single
Permanent Address : WZ- 3258 Mahindra Park Rani Bagh, Delhi

Declaration :

I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge. I take full responsibility for the correctness of the said information.

Jasbinder Kaur

Signature:

Date :