

# Tridibesh Chatterjee

## Front Office Executive

Hard-working Front Desk Supervisor Who Can Provide Organized And Efficient Administrative Support In A Fast-paced Work Environment. Proficient At Handling Phone And Email, Greeting Customers And Resolving Issues, And Handling Mail And Inventory. Specializes At Performing Data Entry And Managing Customer Information.



### Contact

#### Address

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### Skills

Customer Service and Communication Skills	●●●●● Excellent
Problem-solving	●●●●● Excellent
Managing Cash	●●●●● Excellent
Spreadsheets	●●●●○ Very Good
Strong Work Ethic	●●●●● Excellent



### Work History

2021-09 -  
Current

#### Front Office Executive

*The Aanandam, Itarsi, Madhya Pradesh*

- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.
- Participated in team-building activities to enhance working relationships.
- Used coordination and planning skills to achieve results according to schedule.
- Adhered to social distancing protocols and wore mask or face shield at all times.
- Established workflow processes, monitored daily productivity and implemented modifications to improve overall performance of personnel.

2021-02 -  
2021-09

#### Senior Front Office Assistant

*Polo Towers Agartala 5\* (Hotel Polo Towers Pvt. Ltd.), Agartala, Tripura*

- Supervised shift closing, handovers, refunds, rebates, Guest complaints.
- Reviewed and help with all the arrivals and queue list in a very efficient way.
- Reviewed and resolved bills disputes and Housekeeping Discrepancies.
- Contacted housekeeping staff when guests vacated rooms for upkeep or cleaning.

Organizing Documents ●●●●● Excellent

## Software

SAP (Hotel PMS Software) ●●●●● Excellent

IDS 7.0 ( Hotel PMS Software) ●●●●● Excellent

EZee Absolute (Hotel PMS Software) ●●●●● Excellent

MS Office ●●●●● Excellent

Tally ERP 9 ●●●●○ Very Good

## Languages

English ●●●●● Excellent

Hindi ●●●●● Excellent

Bengali ●●●●● Excellent

- Handled end-of-day reports, including analysis, balancing drawer and night audit.
- Explained details regarding property, including restaurants, pool area, spa and fitness center to acclimate patrons to resort environment.
- Monitored guest services personnel for efficiency and accuracy of response to guest complaints.

2018-10 -  
2021-02

### Guest Service Associate Front Office

*Ginger Hotels (an IHCL brand), Agartala, Tripura*

- Worked passionately in customer service in a high-volume Hotel.
- Received Employee of the Month award two times
- Maintained a high tip average thanks to consistent customer satisfaction.
- Check in and check out guest always in a very polite manner.
- Entered completed details of all guest details.
- Deal with Reservations
- Post all transactions to make sure all guest bill are accurate
- Provide Reports to all the Hotel Departments.

## Education

2017-12 -  
2021-10

### Diploma: Aviation, Hospitality And Tourism Management

*Frankinn Institute of Air Hostess Training - Kolkata*

2015-05 -  
2018-07

### Bachelor of Commerce: Commerce

*Himalayan University - Arunachal Pradesh*

2012-01 -  
2014-03

### High School Diploma

*Jhapordah Duke Institution - Howrah*

## Certifications

2010-01

Certified Basic Computer Knowledge , CMC

## Interests

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Swimming

Rifle Shooting

Travelling