

RESUME

Arpitha P.H

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Address: D/o Haleshappa P

Opp Canara Bank, Essur (P)

Shivamogga Dist.



CAREER OBJECTIVE:

To become a successful professional in the field of management by utilizing my skills and enable further personal and professional development and work towards the prosperity of the organization

EDUCATIONAL QUALIFICATION:

- **Higher secondary**, DVS (IND) PU College Shimoga, Karnataka.
- **Bachelor of Science**, Government first grade college Shimoga (Pursuing)

COMPUTER PROFICIENCY:

- Effectively work with INNKEY PMS Software
- Knowledge of IDS software.

EXPERIENCE:

- Completed my Industrial training And Job training for 12Month in Clarks inn Group Of Hotels.
- Started Job as a Sr.Front Office Associative in (Clarks Inn Group of Hotels) from 15th May 2018 to 31th May 2019.
- Office Admin For 08 Months June 8th 2019 up to Feb 2020 (Surgenciaaa Holidayism).
- Started job as Sr. Front Office Associative in CHPL (Harsha the Fern Hotel Shivamogga) from Feb 24th 2021 to 30th April 2022

- Started Job as a Front Office Supervisor in CHPL (Harsha the fern Hotel Shivamogga) From May 01st to Till Now.

ACHIEVEMENTS:

- Best Employee of the Month –Green View Clarks Inn /May 2018
- Star of the Month - Green View Clarks Inn /Dec 2018
- Recognised for being a part of Pre-Opening team in Harsha the Fern Hotel.
- Participated In the Training Workshop “The Spirit of Hospitality.”
- Trip Advisor Review Certification - Concept Hospitality (The fern hotels & Resort)Nov 2020
- Best Employee of the Month – Concept Hospitality (The fern hotels & Resort)Nov 2020
- Best Employee of the Month – Concept Hospitality (The fern hotels & Resort)Dec 2020
- Trip Advisor Review Certification - Concept Hospitality (The fern hotels & Resort)Dec 2020
- Appreciated for giving the best service to Minister of Karnataka.
- Best Employee of the Month In -Concept Hospitality (The fern hotels & Resort) Jan 2021
- Nominee Of The Best Employee of the Month – Concept Hospitality (The fern hotels & Resort)Dec 2022
- Best Employee Of the Month- Concept Hospitality (The fern hotels & Resort) April 2022

Job Responsibilities:

- Reporting to FOM.
- To Action and reply the mails.
- Handling the Reservation and OTA.
- Following the up with the pending issues from the previous shifts.
- Provide front desk coverage by greeting customers and visitors.
- Provide information to customers regarding services and products.
- Direct and escort visitors and customers to the right department.
- Transfer telephone calls and relay messages.

- Schedule appointments for executives.
- Confirm and reschedule appointments.
- Manage customer feedback information.
- Maintain customer database and records.
- Process cash transactions.
- Handling Guest Complaint.
- Overseeing VIP guests, arrivals and departures
- Providing excellent customer service as per hotel standards.

PERSONAL DETAILS:

Name: Arpitha P.H
Date of Birth: 29th June 1997
Age: 24 years
Gender: Female
Strengths: Honest, Hardworking and kindness
Father's Name: Haleshappa P
Religion: Hindu
Nationality: Indian
Native place: Shivamogga, Karnataka.
Language known: English, Hindi, and Kannada & Interested to learn more Language also.

DECLARATION:

I hereby declare that all the details provided above as correct to the best of my knowledge.

Place: Shivamogga

Arpitha PH

Date:

Signature