

CURRICULUM VITAE

GIVEN NAME	REEMA CHETRI		
DATE OF BIRTH	28 OCT 1990		
FATHER NAME	LATE H.B. CHETRI		
RELIGION	HINDU		
MARITAL STATUS	MARRIED		
NATIONALITY	INDIAN		
ADDRESS	PLOT NO 163	Tel.:	n/a
	GACHIBOWLI	Mob-	+919154969488
	HYDERABAD		
STATE	TELANGANA	Res-	+916000581002
ZIP (POSTCODE)	500032		
COUNTRY	India	E-mail	Vasree.ci@gmail.com

PROFILE

- ⊕ Able to handle challenges, with proven history of increased productivity. Consistent record of forging strong relationships, combined patience, determination, persistence to anticipate guest issues.
- ⊕ Able to convert sales and give best deals to the clients as well as profit to the company.

SELECTED ACHIEVEMENTS

- ⊕ Awarded as a best employ in the field of Front Office for the month of November 2013 and January 2014.
- ⊕ Maintained a high level of guest satisfaction.
- ⊕ Achieved Silver Level of points in the field of Guest Satisfaction for the year 2012-2013 and 2013-2014.
- ⊕ Achieved GM Appreciation mail for guest satisfaction for the month of August 2014.
- ⊕ Achieved AD Appreciation mail for best sales for the month of July 2016.
- ⊕ Achieved GM Appreciation mail for sales.

EDUCATIONAL BACKGROUND & QUALIFICATIONS

- Completed Intermediate in Commerce Stream.
- Completed Graduation.
- Diploma in Air hostess Training from Frankfinn.
- Diploma in Fashion Designing from Hamstech.

LANGUAGES	Fluent	Well	Fair
English	yes	<input type="checkbox"/>	<input type="checkbox"/>
Hindi	yes	<input type="checkbox"/>	<input type="checkbox"/>
Bengali, Telegu	yes	<input type="checkbox"/>	<input type="checkbox"/>

EXPERIENCE

PROFESSIONAL EXPERIENCE – TAJ HOTELS RESORTS & PALACES

From	May 2012	Establishmen t	M/s Taj Hotels Resorts & Palaces (The Gateway Hotel Ernakulam)
To	March 2014	City	Kochi- Kerala
Designation	Guest Service Associate	Country	INDIA

Job Description

Responsibility of assisting front office with all relevant duties including, quality standards and to Ensure that the guest gets a good first impression of the hotel, as well as Providing an Excellent service to all our guests.

- Responsible for all Front Office functions during assigned shift. Ensuring the smooth operation of all tasks .
- Maintains information regarding current contract , rack rates and VIP's checking in and out.
- To communicate with other departments such as House Keeping, Security dept, and Food and beverages.
- Controls the status of each guest's room.
- Issue of guest room keys and key management.
- Personally supervises arrival/departure of VIP and groups.
- Ensure that all guest billing procedures are handled properly, minimizing rebates
- Ensure guest satisfaction and accurate invoicing during check-out. Can recognize an error during check-out and rectify it without difficulty.

With additional responsibility To provide operation support throughout the hotel at all times to provide excellent guest satisfaction, service standard, security, employee activity, physical defects with main focus on front office operation Over all responsibility of the day to day activity of Front office Department.

- Reporting to Duty Manager

PROFESSIONAL EXPERIENCE – REGUS BUSINESS CENTRE

From	April 2014	Establishment	M/s Regus Business Centre
To	July 2016	City	Hyderabad
Designation	Asst. Manager	Country	INDIA

Job Description

- Managing operations of business center and selling center amenities .
- Retention of clients.
- Regulating the expenses and profit maximization.
- Handling client complaints and providing required support.
- Invoice and payment management.
- Maintaining proper housekeep & hygiene standard.
- Maintenance of cafeteria.
- Establishing and Co-ordinating with the clients and acquiring & analyzing their feedback and implement.
- Achieving sales target.
- Upselling workstations in most profitable rates.
- Taking care of center needs and maintain service standards.
- Looking after customer's requirements and technical issues.
- Co-ordinating with the vendors for all the center requirements.
- Reporting to General Manager

Worked with Virtuell Technologies as an Operation Manager from 2016 - 2020 was reporting to MD.

Thanking you ,

Yours truly,

(SIGNATURE)

REEMA
PLACE : Hyderabad