**CURRICULUM VITAE** 

**NAME - SURANJANA TEWARI**

**RESIDENTIAL ADDRESS**- 1301 Patel Nagar

 Sector 15 Part II

 Gurgaon- 122001

**CONTACT NUMBER**- 08240123157

**E-MAIL ID**- suranjanatewari8@gmail.com **Skype-ID**- suranjana\_tewari

**CAREER OBJECTIVES:-**To build a long-term career in hospitality industry with opportunities for career growth, Looking forward for career in an organization where I can use my Diverse Skills, Knowledge and Efforts to add value to the organization and I am eager to contribute my creativity and hard work towards the success of the organization and to the growth of the fast developing field and to enhances my career.

**ACADEMIC QUALIFICATIONS:-**

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| Year | Course | Subject | School/ College | Board of Examination |
| 2010-2013 | B.Sc in Hotel Management, Catering & Tourism Technology from Punjab Technical University,Kolkata. |  | Indian Institute of Hotel Management. | P.T.U |
| 2010 | Higher Secondary | Commerce | Ashoke NagarVidyapith, Kolkata | WBCHSE |
| 2008 | Secondary | Science,S.S.T,Maths,English,Hindi,Computer | South Point School, Guwahati | CBSE |

**PROFESSIONAL EXPERIENCES:-**

* Casual Training at HYATT REGENCY-Kolkata, TAJ BENGAL-Kolkata and The GRAND OBEROI-Kolkata.
* 18 Weeks (16-APR-2012 TO 23-AUG-2012) Industrial Training at The GRAND, New Delhi.
* ***Worked at SUN N SAND, Nagpur as a Guest Relation Executive*** (From April 2014 to May 2015)

***Duties* and Responsibilities:-**

1. Check-in & Check-outs
2. Assigning of guest rooms prior to the arrival
3. Escorting of VIP’s, CIP’s & SLT’s guests
4. Maintaining arrival and departure list
5. Co-ordinating with housekeeping for the VIP’s rooms
6. Maintaining guest interaction register
7. Dealing with the guest complaint
8. To handle the shift in the absence of duty manager
* **Worked at Intercontinental Chennai Mahabalipuram Resort as Guest Service Executive since pre-opening stage** (From June 2015 to January 2017)

***Duties and Responsibilities:-***

1. Prepared with the list of various SOP’s whilst on Pre-Opening Stage
2. Done & Prepared with lots of mock trainings
3. To Ensure our traditional welcome ritual is happening for all the guest
4. Well versed with Check-in & Check-outs
5. To make & To follow up with the C-Forms on a shift wise
6. Maintaining arrival and departure and In-House report
7. To check the rooms on a regular basis prior to arrival of a guest
8. Co-ordinating with housekeeping for the rooms
9. Maintaining Guest Feedback in profile notes.
10. Assigning of guest rooms prior to the arrival
11. Preparing with the departure gifts for all IHG Rewards Members
12. Providing VIP Amenities as and when required for the Members and the VIP Guests
13. Dealing with the guest complaint
14. Creating and helping activities for the kids and to escort them to the kids zone
* **Worked at Hyderabad Marriott and Convention Centre and Courtyard by Marriott Hyderabad as a Front Office Executive**(From February 2017 to February 2018)

***Duties and Responsibilities:-***

1. Well versed with Check-in & Check-outs
2. Handling the shift as in shift In-charge, in absence of managers supervising and acting as a Duty Manager for the shift.
3. To make & To follow up with the C-Forms on a shift wise
4. Maintaining arrival and departure and In-House report
5. To check the rooms on a regular basis prior to arrival of a guest
6. Co-ordinating with housekeeping for the arrival rooms
7. Maintaining Guest Feedback in profile notes, as well as maintaining problem experienced report.
8. Assigning of guest rooms prior to the arrival
9. Preparing Problem Experienced sheet on daily basis.
10. Providing VIP Amenities as and when required for the Marriott Rewards Member and the VIP Guests
11. Dealing with the guest complaint
12. Well versed with Opera Software
13. Provides training on the brand based topics for the juniors as and when required
* **Worked with Hyatt Centric Bangalore as an Assistant Manager- Front Office** (From February 2018 to April 2019)

***Duties and Responsibilities:-***

1. Check guest in and out with the floor butler, in an efficient and friendly manner according to hotel policy and procedures. Assure guests are assigned types of rooms as requested and correct rate is charged. Settle bill accurately through credit card, cash or established payment method
2. Accept reservations, changes and cancellations in the absence of Reservations Department staff. Answer guest calls and direct them appropriately, Provides training on the brand based topics for the Associates as and when required.
3. Maintaining Guest Feedback in profile notes, as well as maintaining problem Tracker Report on everyday basis.
4. Block & Pre-assign rooms for arrivals to ensure proper handling of VIP's, Groups and Special Attention Guests
5. Night Reports and Night auditing task
6. Assist in the preparation of duty rosters, vacation planning and scheduling and public holiday scheduling
7. Review Log Book entries from previous shifts and actions as necessary, Lead Daily Pre-Shift briefings.
* **Presently working with The Lalit, Jaipur as a Duty Manager** (From May 2019 to Present)

***Duties and Responsibilities:-***

1. Check guest in and out with the floor butler, in an efficient and friendly manner according to hotel policy and procedures. Assure guests are assigned types of rooms as requested and correct rate is charged. Settle bill accurately through credit card, cash or established payment method
2. Accept reservations, changes and cancellations in the absence of Reservations/Revenue Manager. Answer guest calls and direct them appropriately,
3. Maintaining Guest Feedback in profile notes, as well as maintaining Report/Incident Report if any on a everyday basis.
4. Block & Pre-assign rooms for arrivals to ensure proper handling of VIP's, Groups and Special Attention Guests
5. Prepares and checks for VIP’s arrival and escorts guest to the rooms, Assist in VIP’s arrival and departures (Fond farewell).
6. Preparation of duty rosters, vacation planning and scheduling public holiday for staffs.
7. Review Log Book entries from previous shifts and actions as necessary, Lead Daily Pre-Shift briefings and de-briefings.
8. Answer guest inquiries, handle complaints and attend to the needs of the guest.
9. Staff Motivation, building excellent team culture.
10. To run the FO department smooth in absence of department HOD.
11. Provides training on the brand based topics for the Associates as and when required.
12. Attending meetings with the head of the departments and with the Hotel General Manager when required.
13. Review of QMS scores and action it accordingly.
14. Maintaining the Trip Advisor scores with the competitive nearby hotels.
15. Keep track of monthly, quarterly and yearly goals.
16. Work with management to assess and improve processes and policies.
17. Taking care of groups and blocks, starting from their assigning rooms, arrivals, group billing and departures.
18. Assisting sales and accounts for the closure of the group billing accurately and accordingly mailing to departments, Company/host for the outstanding payment due. Follow ups on regular intervals followed with mails.
19. Mails to be actioned in a timely and accurate manner.

 **ACHIEVEMENTS:-**

* Letter of appreciation from the General Manager of InterContinental Chennai Mahabalipuram Resort
* Nominated twice for the Best Executive of the Month (July & August’17) in Hyderabad Marriott and Convention Centre and Courtyard by Marriott Hyderabad.
* Got Awarded for the Highest Upseller for the Month of August and September’17 in the Front Office Department at Hyderabad Marriott and Convention Centre and Courtyard by Marriott Hyderabad.

**AREA OF INTEREST:-** Front Office, Guest Interaction

**Hobbies:-** Listening Music, Sleeping, Playing Chess, Playing Badminton & Watching Reality Shows

**Language Fluency:-**English, Hindi, Bengali

***Personal Details*:-**

Father’s Name - Mr. Falguni Tewari

D.O.B -08/09/1991

Gender- Female

Nationality-Indian

Marital Status –Single

Height -5ft 3in

 DATE:- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(SURANJANA TEWARI) PLACE:- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_