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| CURRICULAM VITAE **Present Address:**  **G.H-46, Near Perfect Bakery, Scheme No-54, Vijay Nagar,**  **Indore- 452010, M.P**  **DOB-03rd May’85**  **Personal Profile**:  Father’s Name : Mr. Bundu Khan  Sex : Male  Nationality : Indian  Marital Status : Married  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Languages Known:English, Hindi. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Interest :**   * Travelling * Listening Music.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Strengths**:   * Positive Attitude * Good leader * Good ability to learn new things. | **JAVED ALI**  **Salawatnagar, Post- Gangawali, Dist- Partapur**  **Dist – Bulandshahr, U.P**  **Mobile No :+91 7389975105/+919039708805**  **E-Mail: javed.ali54@gmail.com**  Career Objective:-  G:\DSC_0344.jpgTo utilize the present abilities and knowledge in the organization, so as to enable the organization achieve its goals and at the same time capture opportunities for constant learning and career development  Academic Qualification:-   |  |  | | --- | --- | | **Qualification** | **University/Board** | | **Bachelor Hotel Management** | **Global Tech Institute of Management (Year 2013-2016)** | | **Board of Intermediate** | **Harivedi A S N Institute Rudrapur U.P(Year 2005)** | | **Board of N O S** | **National Institute of open School New Delhi(2003)** | |  |  |   **IT SKILL :-**  **Application package**:   * MS-Office including Word, Power point, Excel & Internet. * Hotel Management Software such as :  1. **IDS Fortune(Next 6i version)** 2. **Le-Host** |

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| **WORK EXPERIENCE:-** |

* **Currently working in Effotel by Sayaji Gurugram Haryana. as Sr. Front Office Executive since 25th Nov’20.**
* **Have worked in in Effotel by Sayaji Gurugram. as Sr. Front Office Executive since 01th Aug’19 to 01th May”20**
* **Have worked in Sayaji Hotels Ltd. as Front Office Executive since last 21th May’17 to 20th April’18**
* **Have worked in Sayaji Hotels Ltd. as Front Office Executive since 21st May ’13 to 10th April’16**
* **Have worked in Sayaji Hotels Ltd. as Floor Captain from 28th April’11 to May’12**
* **Have worked in Sayaji Hotels Ltd. as a Sr. GSA from 1st June’10 to 31st March’11**
* **Have worked in Sayaji Hotels Ltd. as a GSA from 3rd Feb’09 to 31st May’10**

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| **ACHIEVMENTS :-** |

* **Got “Appreciation letter” from management for best guest satisfactory.**

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| **INDUSTRIAL TRAINNING:-** |

* Have done my 06 months Industrial Training from Sayaji Hotels Ltd.

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| **JOB RESPONSIBILITIES:-** |

* + Smooth Check in & check out of Guest’s.
  + Proper maintenance towards ambience of Reception area.
  + Preparing mice en place for guest arrival and departure.
  + Maintaining the front office log book.
  + Maintaining the complaint register.
  + Maintaining documents of guest history.
  + Maintaining “Form C” for foreigner guests.
  + Motivating the clients /guests for extra resort activities which are on chargeable basis.
  + Preparing reports like occupancy percentage, ARR, night audit report etc.
  + Guest relation &handling the unsatisfied guest.
  + Maintaining daily checklist of room coordination with housekeeping.
  + Making reservation chart coordinating with sales team.
  + Coordinating with all departments regarding guest requirement.
  + Coordinating with vendors for local sight seen booking, transportation booking etc
  + Settlement of bills of Guest’s.
  + Arranging & scheduling activities for guest.
  + Effective Cost control in Front office department.
  + Maintaining daily attendance for all staffs.
  + Staff retention and staff motivation for all departments.
  + Doing the work of bell boy at time needed without hesitation for guest.
  + Short out of troubleshooting problem of hardware and software of systems.
  + Reporting to Operational manager daily.
  + Reporting to Managing director on cash details and guest feedbacks.

Declaration

I hereby declare that the above mentioned statements made by me are true and correct to the best of my knowledge and belief.

**Place: Indore, M.P**

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**(Javed Ali)**

**Date:**