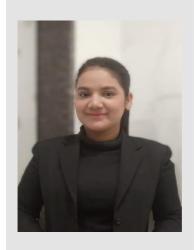
SABIA SOHAIL SHEKH

E-mail: sabiasohail79@gmail.com Mobile: +91 9123897429



OBJECTIVE

Seeking a career opportunity and offering outstanding services in tending the needs of goal-oriented company and considering every challenge as an opportunity to enhance more my technical skills.

PROFILE

Desired to acquire a challenging position in the field of Hospitality where I can gain a continuous development in my career through enhancing my skills and competencies while serving the organization with vast range of strong analytical and organizational skills I possess along with excellent interpersonal and communication skills, where ultimate goal is to become an outstanding professional in the global scale.

WORK EXPERIENCED: 4 years

Front Desk Manager

Hotel Acme Kolkata 1/07/2021 - Present

Personal Data:

DATE OF BIRTH:

25/01/1997

ADDRESS:

11/6,Topsia

700046

Road, Kolkata-

GENDER:

Female

Indian

RELIGION:

NATIONALITY:

Muslim

PASSPORT NUMBER:

R8851258

Visa status:

NO

Duties and Responsibilities:

- ☆ Performing all check-in and check-out tasks
- ☆ Managing online and phone reservations
- ☆ Informing customers about payment methods and verifying their credit card data.
- ★Welcome guests upon their arrival and assign rooms.
- ☆Provide information about our hotel, available rooms, rates and
- ☆Upsell additional facilities and services, when appropriate.
- ☆Maintain updated records of bookings and payments.

Front Desk Receptionist Hotel Crestwood Kolkata 08/01/2019 - 1/03/2021

Duties and Responsibilities:

- ❖ Answer the phone at the front desk to respond to current and prospective guests' needs.
- ❖ Book reservations for individuals, families and groups as
- ❖ Greet walk-in guests and guests with reservations when they arrive at the front desk.
- ❖ Schedule special services, such as spa treatments, when guests
- Refer guests to local amenities and venues.
- Communicate guests' requests and complaints to the appropriate department.

Maintain updated records of bookings and payments.

Front Desk Receptionist Hotel Treebo Orion West Kolkata 01/01/2018 - 21/12/2018

Duties and Responsibilities:

- Checking guests in and out.
- Receiving and managing reservations made online and telephonically.
- Verifying guests' payment methods during check-in.
- Assigning rooms to guests and informing them of any specials offered by the hotel.
- Organizing transport services for guests at their request.
- Providing guests with information about the hotel.
- Keeping abreast of attractions that may be of interest to guests.

PROFESSIONAL ATTAINMENT:

❖ Operating System
❖ Spreadsheet
❖ Word Processing
Windows XP
MS Excel XP
MS Word XP

EDUCATIONAL QUALIFICATION

- Pursuing B.com from Kalinga Institute .
- ❖ Passed Inter mediate from Khanna High School with 75%.
- ❖ Passed Madhyamik from Malati Bidya Bhavan with 53%.