

SABIA SOHAIL SHEKH

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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

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 amenities.
- ☆ 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 required.
- ❖ Greet walk-in guests and guests with reservations when they arrive at the front desk.
- ❖ Schedule special services, such as spa treatments, when guests inquire.
- ❖ Refer guests to local amenities and venues.
- ❖ Communicate guests' requests and complaints to the appropriate department.

ADDRESS:

11/6, Topsia
Road, Kolkata-
700046

Personal Data:

DATE OF BIRTH:

25/01/1997

GENDER:

Female

NATIONALITY:

Indian

RELIGION:

Muslim

PASSPORT

NUMBER:

R8851258

Visa status:

NO

- ❖ 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 | Windows XP |
| ❖ Spreadsheet | MS Excel XP |
| ❖ Word Processing | 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%.