

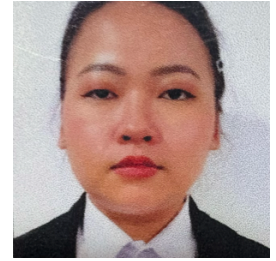
CONTACT

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OBJECTIVE

To work in an Organisation with honesty and hard work and can get more opportunities to prove my worth where I can face the challenge and develop my skills with the growth of organizations.

EXPERIENCE

17-10-24 - 31-10-25

- **Hotel Receptionist**

Taj Lands End Hotel

- Greeted, registered and assigned rooms to guests .
- Answered telephonic and in- person queries related to hotel services and resolved all issues.
- Assisted guests in storing valuables in a secure deposit box.
- Handled payments through cash and credit cards.
- Checking the guest in, answering phone calls to book rooms.
- Deal with queries from the public and customers.
- Monitor visitor access and maintain security awareness.

13-05-24 - 30-06-24

- **Intern**

Royale Lalawi Hotel

- Regularly checked on guests to ensure satisfaction, upselling drinks and side order to increase revenue .
- Managed restaurant closing duties from cleaning dining areas to cashing up tills
- Guaranteed meticulous general appearance of restaurant, inspecting dining areas for correct tables set up and neat presentation.
- Performed cleaning functions in assigned areas following established scheduled using the prescribed methods.
- Observed and reported the need for re-order of cleaning supplies.
- Performed cleaning and upkeep of properties.
- Maintained vacant rooms that required housekeeping attention before the arrival of the next occupants.
- Assigned duties included restocking hotel rooms, cleaning windows, tracks, bathroom surfaces, polishing all furniture and silverware , removing trash and replacing trash bags in assigned rooms, inspecting all room equipment and reporting on maintenance issues.

EDUCATION

2023-24

- **Gateway Institute of Hotel Management**

Diploma in Hotel Management
79.6

2023

- **Hi-Tech Institute of Computer**

	Diploma in Computer Application 81.3
2020-22	<ul style="list-style-type: none"> • Mizoram University Master of Arts 71.9
2017-2020	<ul style="list-style-type: none"> • Mizoram University Bachelor of Arts 83.2
2017	<ul style="list-style-type: none"> • Meghalaya Board of School Education Class 12 65.8
2015	<ul style="list-style-type: none"> • Mizoram Board of School Education Class 10 63.4

SKILLS

- Opera Cloud
- Time management
- Adaptability
- Guest services and communication
- Problem solving

INTERESTS

- Front Office
- Housekeeping