

AASHEESH CHAUHAN

Front Office Associate with experience of 2Years and 9Months in hospitality industry

D.O.B :- 14 December 1992

Nationality :- Indian

Passport Number :- N7171823

Address: - Village: Bharasa P.O: Naula

Teh. Kumharsain District: Shimla (H.P)

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Objective: -

- To be part of a motivated work environment which is culturally rich and values people oriented work norms where I can, by putting to the best of use my experience in the service industry, contribute towards the general success and effective delivery of world-class service standards to guest/customer.

Educational Qualification: -

- Graduated from Indira Gandhi National Open University(IGNOU).
- Diploma in Aviation Hospitality and Travel Management from Frankfinn Chandigarh in the year 2014-15.
- Senior Secondary School from government senior secondary school jhakri with 52%.
- High school from government senior secondary school jhakri with 53%.

Professional Work Experience

- Worked with the **Oberoi Sukhvilas Resort and Spa (a destination Tourist Resort managed by the renowned The Oberoi Hotels & Resorts)** as an Front office Assistant from 15th December 2016 to 31st March 2019

- **JOB PROFILE:**

- Handled check in and check out of guests
 - Guests billing were settled by me while the time of checkout
 - Did night audit at hotel
 - Handled guest requests to provide them the best hospitality
 - Handled Concierge desk to assist guest by booking tour making restaurant reservation
 - Met the guests as an Oberoi representative at the airport at the time of arrival of the guests.
 - Handled guests movement at the airport when needed
 - Co-ordinated with airport charter services regarding the elite and important guests movement.
 - I was Responsible for a smooth departure of hotel guest.
 - I had given trainings to the front office team regarding handling guests
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- Did my job training at the **Alila Diwa goa Resort and spa** South Goa from 31st September 2015 to 31st March 2016

- **JOB PROFILE:**

- Handled check in and check out of the guests.
- Did Night audit at the hotel.
- Worked with the concierge team to set up the towel art at the hotel.
- Handled various important guests at personal level such as Mr.Kohli, Mr.Yuvraj and Ms.Anushka Sharma.
- Handled the concierge desk.

Computer Skills: -

- Opera operating system – extensively used by hotels globally
- Microsoft Office
- Windows Operating Systems.
- Amadeus Software.
- Galileo Software.
- Fidelio Software.

Personal Information: -

Date Of Birth : 14 December 1992
Marital Status : Single
Languages Known : Hindi, English, Punjabi
Hobbies & Interests : Listening to Music, mountain cycling & cricket.

Professional Synopsis

- A team player with strong inter personal and communication skills having ability to yield good result in team as well as an individual
- Endowed with a passion for winning in all areas
- Keep learner with constant zest to acquire new skills
- Strong communication and inter personal skills
- Dedication and team spirit
- Good leadership qualities

Declaration

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

Date

Aasheesh Chauhan

Place

