Resume

**Neeta Patel**

37/205,SUDA Awas,

B/h Happy home residency,

New L.P. Savani Road, Pal,

Surat- 395009

Mobile- 7876194773

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**Career Objective:**

I look forward to working with an organization which offers an opportunity to enhance my knowledge, skills and experience that will allow me to contribute towards achieving the organizational goals to the best of my potential.

**Educational Qualifications:**

**S.S.C. (St. Charles High School – Mumbai)**

**TECHNICAL QUALIFICATION**:         Basic knowledge of Computers  
                                        [MS Office, Word, Excel & Internet]

CCN Course 2013

**Maa Kaamal Nursing Institute**

                                                       Hotel management in food production from lords

                                                       institute of management affiliated by AHLEI-2019

**Personal Details:**

Date of Birth: 08 March 1990

Hobbies: Book reading, Art craft- drawing, Travelling & Music.

Languages Known: English,Gujarati,Marathi & Hindi

Marital status: Single

Salary Expected: Negotiable

Strength: Strength: Confident, Hardworking, Dedicated,Honest, Open to

to   new Ventures and ideas, Good communication skills.

**Work Experience:**

**Asia Health resorts and spa.2019**

**Designation**: Job training

**Job Description.**

* Ensuring the food preparation areas is clean and hygienic.
* Washing utensils and dishes and making sure they are stored appropriately.
* Sorting, storing and distributing ingredients.
* Washing, peeling, chopping, cutting and cooking foodstuffs and helping to prepare salads and desserts.
* Disposing of rubbish.Organising linen laundry.
* Food preparation work and basic cooking under the supervision of a chef.
* Support to chefs and help in maintaining supplies, handling leftovers, preparing food, testing new recipes, cleaning the kitchen, keeping cooking utensils organized, and plating dishes.
* Cleaning the food preparation equipment, floors and other kitchen tools or areas.

**Kiran Multispeciality hospital & research centre [2017-2018]**

**Designation**:    **Patient Care Coordinator**

**Job description:**

* Plan, coordinate and carry out patient care operations.
* Address patient requests and needs in a professional manner.
* Respond to patient concerns timely and ensure patient satisfaction.
* Schedule patient appointments and make reminder calls.
* Greet patients and direct them to examination rooms.
* Maintain patient medical records up-to-date.
* Obtain insurance information from patients, process patient billings, and collect payments.
* Collect and maintain patient health, demographic, insurance and financial information.
* Develop patient care plan based on Physician’s assessment information.
* Suggest process improvements to enhance patient services.
* Maintain patient records confidential and secure.

**21st Century Hospital [2007 - 2017]**  
**Designation**:    **Front Office Executive+ Sonography assistant**

**Job description:**

* **Front Office Administration** : To welcome all the visitors with a smile and proper greetings and with warm welcome and guide them properly as per their requirements.
* **Telephone Operations:** Responsible for EPABX operations. Ensure the immediate response while handling incoming and outgoing calls. To maintain all call records through EPABX software. To maintain the records of all Telephone Nos. as well as Ext. Nos. given to employees.
* **To maintain inward and outward registers:** To maintain courier inward and outward register and courier sleeps for bill verification and processing. To maintain vehicle log book with all  maint. work details for records. To maintain movement register, attendance registers.
* **Co-ordination with internal as well as external customers:** To coordinate with all the internal as well as external customers regarding their telephone messages and any other issues.
* **General Housekeeping facility management**. – To ensure proper housekeeping arrangements and other facilities on a day to day basis and co-ordination with the agencies for the same.
* **Issuing stationery materials to employees :** Ensure timely supply of all the stationary requirements of all the employees and maintain necessary stock for the same and co-ordinate with Pur. Dept. for stationary requirements. To maintain stationary issue records department wise.
* Printing sonography reports as per the Doctors.
* Cash Collection and handover at the end of the day.

**Hotel Hospice [2009 – 2012]**  
**Designation**:  **Front Office Executive**

**Job description:**

* Perform all check-in and check-out tasks.
* Manage online and phone reservations.
* Inform customers about payment methods and verify their credit card data.
* Register guests collecting necessary information (like contact details and exact dates of their stay).
* Welcome guests upon their arrival and assign rooms.
* Provide information about our hotel, available rooms, rates and amenities.
* Respond to clients’ complaints in a timely and professional manner.
* Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests’ needs.
* Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests.
* Upsell additional facilities and services, when appropriate.
* Maintain updated records of bookings and payments.

**Hotel Hospice [2007 – 2009]**  
**Designation**:  **Housekeeper +Housekeeping attendant.**

**Job description:**

* clean corridors, lobbies, stairways, elevators and lounges as well as guest rooms.
* organize work schedule from the room status list, arrivals and departures.
* distribute linen, towels and room supplies using wheeled carts or by hand.
* re-stock room supplies such as drinking glasses, soaps, shampoos, writing supplies, mini bar.
* replace dirty linens with clean items,inspect and turn mattresses regularly.
* store all dirty laundry in line with company policy,monitor guest laundry bags.
* replace laundry bags and slips,check all appliances in rooms are in working order.
* realign furniture and amenities according to prescribed layout.
* respond to guest queries and requests.
* respond to calls for housekeeping problems such as spills, broken glasses…..
* deliver any requested housekeeping items to guest rooms,remove room service items.
* organize and restock cart at the end of the shift.
* ensure confidentiality and security of guest rooms.
* follow all company safety and security procedures.
* report any maintenance issues or safety hazards.
* observe and report damage of hotel property.

**Declaration:**

I hereby declare that information given above is true to the best of my knowledge.

Date:

Place:Surat

**Neeta Patel**