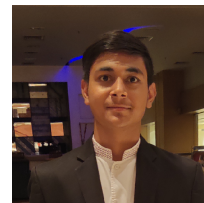


SUNNY RASTOGI

@ sunnyrastogi31@gmail.com

9628007678

1246, Nehru Nagar, New Meerapur, Allahabad



Objective

Seeking a challenging career opportunity to work and grow with an organization i.e. truly professional and believes that employees are valuable assets for them. I also express a keen desire to work in an environment where innovation and hardwork are encouraged and appreciated.



Experience

Jaypee Vasant Continental

03/01/2020 -

Front Office Associate

- Supervise the efficient operations of reception including check in/out procedures.
- Support team members in handling guest requests and enquires to ensure a positive outcome is achieved.
- Ensure that both the Front Office Manager and Reception Supervisors are kept fully aware of any relevant feedback from Guests and/or other departments.
- Demonstrate a high level of customer service at all times.
- Advise team of any special events or VIP Guests in the hotel for events or for general accommodations.
- Understand thoroughly all hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties.
- Monitor the appearance, standards and performance of the Front Office Team with an emphasis on training and teamwork.
- Maximize room occupancy and use up-selling techniques to promote hotel services and facilities.
- Ensure Team Members have a current knowledge of all room categories, room rates, packages, promotions, local area and other general product knowledge necessary to perform their duties.
- Demonstrate positive leadership characteristics, which inspire Team Members to exceed standards.
- Act in accordance with fire, health and safety regulations and follow the correct procedures when required.
- Act in accordance with policies and procedures when working with front of house equipment and property management systems.
- Follow and adhere to company brand standards.
- Assist other departments wherever necessary and maintain good working relationships with Team Members.
- Work with your Manager to identify a specific project to complete during your internship placement.

The Chancery Pavilion Bangalore

06/03/2019 - 15/11/19

Guest Service Associate

Role:

- Responded to customer requests efficiently and with knowledgeable assistance.
- Determined customer needs by asking relevant questions and listening actively to responses.
- Kept facilities clean, neat and organized at all times to give areas professional and fresh appeal.
- Resolved all customer complaints in professional manner while prioritizing customer satisfaction.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Answered customer telephone calls promptly and in appropriate manner.
- Responded to all customer inquiries thoroughly and professionally.
- Assisted customers with prompt and polite support in-person and via telephone.
- Operated cash register for cash, check and credit card transactions with accuracy.
- Cashiering, Foreign exchange, complaint handling, check-in & checkouts
- Friendly Bheaviour with staff.
- Dedicated towards work.

Lemon Tree Hotel Tarudhan Valley

20/04/2018 - 20/02/2019

Hotel Trainee - Front Office

Role:

- Maintained routine communication with clients to assess overall satisfaction, resolve complaints and promote new offerings.
- Resolved all issues efficiently and enhanced customer satisfaction accordingly to his expectations.
- Increase customer satisfaction needs and wants through effective quoting and customer service.

Nazri Resort Goa

07/01/2017 - 07/05/2017

Industrial Trainee

Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.



Education

Boys High School & College

2014

10

60

Allahabad Public School & College

2016

12

65

Heritage Institute of Hotel & Tourism

2019

Graduation

75



Language

English,Hindi



Personal Details

Date of Birth : 11/03/1996

Marital Status : Single

Nationality : Indian

Blood Group : B+



Father's Name : Mr. Manish Rastogi

Mother's Name : Mrs. Shalini Rastogi



Declaration



I hereby declare that all the above information given by me is correct.



SUNNY RASTOGI