



NARESH CHOPRA

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Date of birth : 08.07.1997

Sex : Male

Father Name: Sh. Ram Niwas

Permanent address: Vill-
Rasoolpur, Distt-Jhunjhunu,

PIN-333026 (RAJ) INDIA

Passport Number: R 2259094

Date of Issue : 24/08/2017

Date of expiry : 23/08/2027

References:

Mr. Akash Bhatia
Cluster General Manager,
Ramee Group of Hotels
Bahrain
Mob: +973 33544283

Mr. Manish Kumar
General Manager
Lemon Tree Group of Hotels
India
Mob: +91 8875596671

Mr. Tejas Modi
Front Office Manager
Lemon Tree Hotel Vadodara(Guj.)
Mob. - +91 8401069366

SUMMARY

The ability to multitask and stay polite at all times is an absolute must for someone working at this position. Seeking an opportunity to work for an organization as a Front Office Administrator that will employ my ability to manage customers and schedules to maximize its work and position in the industry.

**Loumange Suites & Spa Seef (4 Star) Kingdom of Bahrain
Front Office Associate
December 2019- Till Now**

- Greeted guests, checked guests in and out, answered phones, took reservations
- Entered information into the computer system, processed cash and credit card transactions, performed night audits
- Kept front desk area and lobby clean, answered questions for guests, performed other duties as assigned

**Ramee Group of Hotels Kingdom of Bahrain
Front Office Associate
August 2018- November 2019**

- Ensured all the front desk operations are carried out in the most efficient and courteous manner.
- Assisted customers in all inquiries in connection with local restaurants and attractions.
- Handled credit card machines and cashier audit reports.
- Made reservations in the most courteous and efficient manner.
- Designed and maintained guest's room to ensure guest satisfaction.
- Performed any other inventory management changes as directed from a supervisor and manager.

**Lemon Tree Hotel Vadodara
Front Office Associate
January 2018 – August 2018**

- Handled security and control to the front door area of the facility.
- Oversaw check-ins to identify overdue accounts.
- Ensured that guests and appointments are directed to the appropriate employee and department in a prompt, professional manner.

Red Fox by Lemon tree Hotel -Front Office Associate

Red Fox by Lemon Tree Hotel Jaipur Front Office Associate

March -2016- To August 2017

- Kept current record of staff members' whereabouts and availability
- Transmitted information or documents to customers using computer mail or facsimile machine
- Scheduled appointments and maintain and update appointment calendars
- Filed and maintained records
- Collected sorted distributed or prepared mail messages or courier deliveries
- I HAVE DONE THIS TRAINING

SKILLS

- Remarkable experience working as receptionist and front desk associate
- Good understanding of basic accounting principles
- Skilled in cash processing procedures and inventory management
- Proficient in MS Outlook Word and Excel
- Ability to communicate effectively with both staff and members
- Able to work independently
- Excellent customer service skills

Professional Qualification:-

- One year Diploma in **Hospitality & Management from Jaipur**
- **Front Office Training 101. Clear**

Academic Qualifications:-

- Passed 12th Examination From R B S E Ajmer

HOBBIES: Swimming and Listening Music

LANGUAGE KNOWN: English, Hindi, Basic Arabic

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

DATE:

PLACE - Kingdom of Bahrain

Naresh Chopra