

Sweta Biswas

Front Office & Guest Relation Agent

Contact

Address: Hoora Manama, Bahrain, 317.

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Skills

Hardworking and active personality.

Excel

PowerPoint

MS-Word

Telephone

Type

Languages

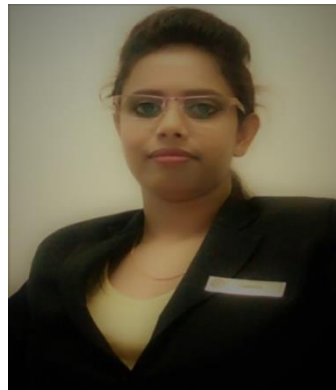
Language known English, Hindi and Bengali.

Computer knowledge

Completed CITA from Durgapur Youth Computer Training centre. It includes Fundamentals, MS-Word, Excel, and PowerPoint.

Professional Summary

I want to be a successful person in travel industry, with my positive attitude, active & pleasing personality and seeking a position to utilize my skills and abilities in the hospitality industry that offers professional growth



Work History

Guest Relations Agent

Reef Resort Manama, Bahrain (31 -03-2018 to 30-03-2020)
Review arrival lists to welcome guests.
Attend to special guests (e.g. VIPs) and answer their inquiries.
Prepare welcome folders with collateral (e.g. Room service menus, area descriptions).
Provide information about amenities, area and venues and promote services.
Record information in the logbook daily.

Front Office Supervisor

Dana Home & Res Manama, Bahrain (21-12-2017 to 30-03-2018)
Prepare the different reports related to Front Office. Assist the guests with restaurant reservations and other requests.
Handle guests' complaints, inquiries, and comments.
Log the information as requested per the procedure and ensure a follow-up.
Provide feedback from guests to Front Office Manager and concerned departments for action and experience recovery.
Sell excursions and car rentals as per the hotel procedure.

Reservation Agent

Ramee Grand Hotel & Spa Manama, Bahrain (26-08-2016 to 30-09-2017)
Responds to communications from guests, travel agents, and referral networks concerning reservations arriving by mail, telephone, fax, or through a central reservation system.
Tracks future room availability on the basis of Reservations, and helps develop forecasts for Room revenue and occupancy.
Additional duties may include preparing the list of expected arrivals for the front office, assisting in preregistration activities when Knows the type of rooms the hotel has as well as their location and layout.
Knows of all hotel packages plans-meaning status, rates, and benefits.
Update availability of all distribution Channels like OTA and Web booking systems.
Managing BAR (Best Available Rates) online and offline.

Check VIP movements and confirm with Guest Relations Team for thorough check and placement of amenities.

Reservation and Front Office Agent

Hotel RG Landmark Mumbai, India (09-12-2015 to 21-07-2016)
Same work knowledge like my previous company.

Reservation and Front Office Agent

Hotel Camday Gujarat, India (11-11-2014 to 20-07-2015)

Review the arrival list daily and assist in preparing and distributing welcome amenities.

Greet guests upon arrival and help them with their luggage.

Conduct check-in and registration procedures.

Inform the guests about all the features at the hotel.

Log the day's activities and important information in the different logbooks to ensure a good communication within the team.

Job Training

Shilpi Hill Resorts Gujarat, India (23-05-2014 to 10-11-2014)
All Reception work knowledge.

Education

Management course after 12th

1 Year Diploma Hospitality, Travel Management and Aviation from Frank Finn Institute West Bengal 2010.

Additional Information

Father's Name: Swapan Kumar Biswas

Nationality: Indian

CPR: 911153683

Marital Status: Single

Hobbies: listening to music and singing.

Sex: Female.

Declaration

I confirm that all the information provided by me is true the best of my Knowledge and belief.