



ARCHANA GAIKWAD

📍 AI MANSOURA, DOHA, QATAR
☎ +974-66764515/+919503485793
✉ archanagaikwad324@gmail.com

ABOUT ME

Organized and efficient Front office supervisor with extensive and Passionate hospitality professional with 6 year of work experience in hotel industry in Front office and housekeeping operation. Hardworking and energetic multitasking with outstanding hospitality knowledge.

LANGUAGES

HINDI

ENGLISH

MARATHI

LINKS

LinkedIn:
<https://www.linkedin.com/in/archana-gaikwad-975551147/>

PERSONAL DETAILS

Nationality
India

Marital status
Single

WORK EXPERIENCE

**RITZ CARLTON
SHARQ Doha
Qatar**
(PRESENTLY
WORKING)

Floor supervisor

Job responsibility :-

- Attends staff meetings to discuss company policies and patrons' complaints.
- Addressing poor housekeeping complaints and investigate facts behind it.
- Assigns worker their duties and inspects work for conformance to prescribe to standards of cleanliness.
- Investigates complaints regarding housekeeping cleanliness
- Handling guest request, complaints, lost & found procedure
- Coordinates work activities among the departments
- Inventories stock to ensure adequate supplies
- Makes recommendations to improve service and ensure more efficient operation.

Floor supervisor

Job responsibility :-

- Daily allocation of staff and screening of their performance.
- Performed assign duties by manager.
- Schedule staff shifts and organize replacement if required.
- Report maintenance issues to engineering department.
- Responsible Check in and check out.
- Train new front office staff according to company standard.
- Responsible for smooth operation.
- Manage guest request and guest complaints.
- Routine inspection of guest bedrooms to ensure they meet standards.
- Handling cleaning operation and guest complaint

**ACCOR (THE LIVIN G
ADVENTURE)
Doha Qatar**
Apr 2022 - Feb 2023

Front office supervisor

Job responsibility :-

- Welcome guest upon arrival
- Motivate to team member and resolve any issues
- Provide high quality guest services
- Handle guest check in and check out
- Provide high quality guest service
- Performing other duties when there is staff shortage

**Alta hotel India
Pune India**
Dec 2016 - Mar 2020

SKILLS

HOTEL MANAGEMENT

HOSPITALITY TEAM MANAGEMENT

GOOD COMMUNICATION

FLEXIBILITY

WILLINGNESS TO LEARN

PROBLEM RESOLUTION

LEADERSHIP

STAFF SUPERVISON

**OAKWOOD
PREMIER HOTEL**
Pune India
Jan 2015 - Oct 2016

● Front office associate

Job responsibility: -

- Attend briefing at the morning
- Greet to guest according to the day timing
- Maintain self-grooming and hygiene according to hotel procedure
- Maintain healthy and safe environment during the work in the guest room
- Ensure security of guest rooms and privacy of guests
- Maintain positive guest relations at all times.
- Responsible for the check in and check out procedure
- Attends to guest calls, guest requests /guest complaints of assigned area

COURSES

**MIT COLLAGE SATARA
INDIA**
Aug 2014

● Hotel Management and catering technology

**SHIVAJI UNIVERSITY
KOLHAPUR INDIA**
Aug 2011

● Bachelor Of Arts

INTERNSHIP

**OAKWOOD
PREMIER**
Pune India
Apr 2014 - Aug 2014

● Industrial trainee

Job responsibility

- Completing all assigned tasks
- Participating in meetings, workshops, and other learning
- Observing and learning from experienced staff.
- Maintain the training logbook up-to-date.
- Learn and maintain high standards and quality of work
- Interact positively with the hotel staff.
- Gain maximum from the exposure given, to get maximum practical knowledge and skills.