



THAKUR ARPITA



CONTACT

@ thakurarpita02@gmail.com

7838201990

394/395 Teliwara Shahdara Delhi - 110032



OBJECTIVE

A seasoned guest service associate with more than 2 years of experience in housekeeping operation. Hardworking, energetic and multitasking with outstanding technical knowledge in all aspects of housekeeping operation. Passionate, dynamic and guest focused housekeeping professional who pride in the self-ability to deliver the level of customer service and provide creative solutions and memorable experiences to the guests aims to enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.



EXPERIENCE

Oberoi Hotels and Resorts

July 2019 - Current

Guest Service Associate

- Core role is to work with housekeeping department to assess room status for cleanliness, maintenance and any repair work.
- Performs data entry and guest transactions on computer system, utilizing hotel **PMS (Property Management System) that are Opera and Micros.**
- Perform other duties as assigned.
- Provides quality service for guests in an efficient, professional and courteous manner.
- Takes ownership of **guest complaints and provides prompt solutions** within scope of authority.
- Completes shift **checklists.**
- Taking ownership of every **guest request** and consistently handling them in a customer focused manner, with prompt attention to detail and **personal recognition.**
- Answering guest questions and resolve guest issues.
- Handle **lost and found procedures** and enquiries.
- Maintain all the records for the missing or broken items.
- Responsible for all **calls coming to the desk** and to convey the right message to the right person.
- Successfully set foot on the **OCLD (The Oberoi centre of Learning and Development)** till semi finals in the first attempt.
- Nominated for the **SDP (Supervisor Development Program)** for next quarter.
- Appraised by a variety of guest remarks on **EGQ (Electronic Guest Questionnaire)** for personalized service.



SKILLS

- MS PowerPoint
- MS Excel
- MS Word
- SAP (Systems, Applications and Products in Data Processing)
- PMS (Property management system) : Opera and Micros
- Telephone etiquettes
- Customer Service
- Interpersonal Communication
- Team Work
- Language: English, Hindi



ACHIEVEMENTS & AWARDS

- Voted for the Employee of the Quarter Award for excellent handling of workload during pandemic
- Won the Top Earner of the Quarter
- Led housekeeping desk for more than 6 months without much glitches
- Interacted with alot of Korean clientele and empowered them with meaningful amenities



PERSONAL DETAILS

Date of Birth : 02/01/1997

Nationality : Indian

Taj Hotels

November 2017 - April 2018

Industrial Trainee

- Successfully completed 19 weeks of Industrial Exposure Training from Taj Santa Cruz, Mumbai
- In major departments namely
 - 1. Housekeeping
 - 2. Food and Beverage Service,
 - 3. Food Production
 - 4. Front Office
 - 5. Along with an ancillary department **Learning and Development Department.**
- Accorded with **Exceptional performance in Food and Beverage department.**
- Along with the other 5 trainees, was given the **Green card for express entry in Management Program.**



EDUCATION

Institute of Hotel Management, Catering and Nutrition, Pusa, New Delhi - 12

2019

B.Sc. Hospitality and Hotel Administration

St. Xavier Sr. Sec. School, Civil Lines, Delhi - 54

2015

Senior School Certificate (Class XII)

St. Xavier Sr. Sec. School, Civil Lines, Delhi - 54

2013

Secondary School Certificate (Class X)



INTERESTS

- Korean Culture
- Music
- Meeting New People