**CURRICULUM VITAE**

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**CHIRAG DHAWAN**

Neem Da Gate,

Bharatpur (Raj.)

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**Objective career**

To find a job within a company where I could best utilize my exceptional Customer Service and Management Skills to the benefit of the company and if the opportunity arises, to be promoted within the company to a position in which I am able to further my career in the hospitality industry.

**EDUCATIONAL QUALIFICATION**

**ProfessionalQualification:-**

* Have been completed B.sc.HMCTT fromMaster Somnath Technical College, Bharatpur (Raj.) Affiliated to Punjab Technical University, Jalandhar.

**Academic Qualification:-**

* Senior Secondary from Rajasthan Board.
* Secondary from Central Board.

**Working experience**

* Presently Working with Hotel Mango, Jaipuras a ‘**Front Office Executive’** from June 2015 to till date.

**PRESENT JOB RESPONSIBILITIES**:-

* Greets & Welcomes the Guests & Visitors.
* Assists in Guest’s arrival & departure.
* Prepares and checks for VIP’s arrival and escorts guests to rooms.
* Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
* Operates the front office computer system in order to assist front office attendants.
* Handles guest complaints and other related problems and reports on the log book.
* Assists reception, business Centre, cashier, concierge and bell captain during them are busy.
* Promotes and maintains good public relations.
* Motivates and maintains good staff relations.
* To responsible for front office operation during the absence of Front Office Manager (HO).
* Approves the working schedule for the front office attendants and submits them to front office manager (HO).
* Conducts and ensures the neat of appearance of front office attendant as well as correct attitude and behavior, discusses problems that encountered on this point with front office manager.
* Assigns and Approves Duty roster for all Front desk staffs.
* To discuss all matters that needed to follow up with the next shift.
* Worked with **NIMBA NATURE CURE VILLAGE, Mehsana, Gujrat**  as a ‘**Front Office Executive’**from January 2015 to June 2015.
* Workedwith **HOTEL PARK CLASSIC, JAIPUR** as ‘**Front Office Executive’**fromSeptember 2013 to December 2014.
* Worked with **Hotel Sarovar Portico, Jaipur** as ‘**Front Office Assistant**’ from September 2012 to August 2013.
* Worked with **Hotel Red Fox, Jaipur** as ‘**Guest Service Associate’** from August 2011 to August 2012
* Worked work Experience with **Hotel Blue Heaven, Jaipur** as ‘**Job trainee’** from Dec. 2010 To July 2011.
* Have been completed six months **Industrial Training** from “**Clark’s Amer**”Jaipur.

**Computer Knowledge:**

* Good knowledge of Microsoft Word, Microsoft Excel and Microsoft Outlook.
* Ability to prepare and present presentations on Microsoft PowerPoint
* Capable of browsing the internet through different browsers like, Internet Explorer, Mozilla Firefox and Google Chrome

**My strength**

* Be self confidence
* Excepting challenges

**Hobbies**

* Playing cricket & listening music

**Personal details**

* Date of birth 17thSept. 1989
* Father’s name Mr.Anil Dhawan
* Sex Male
* Nationality Indian
* Language known Hindi &English
* Marital status Unmarried

**Declaration:-**

* I hereby declare that all of the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Date:

Place:  **(CHIRAG DHAWAN)**