SeemasriMajhi

Food & Beverage Professional

Responsible for the daily operation in Restaurant areas.Position assists with menu planning, maintain sanitation standards, assists servers and hosts on the floor during peak meal periods in Restaurant, where applicable. Responsibilities include ensuring guest and employee satisfaction while maintaining the operating budget. Accountable to ensure standards and legal obligations are followed.

seemasri.majhi@gmail.com  +91 8302458447  Ragunathpur ,Maruti Residency Plot.NO. D5 - 751024, Bhubaneswar , Odisha, India

**WORK EXPERIENCE**

**Guest Relations Manager**

Hotel Suraj Palace

*02/2018 – Present*

*Achievements/Tasks*

Ensuring and providing flawless, upscale,

professional

and high class guest service experiences

Analyzing customer feedback and providing

strategic direction to continuously improve overall rating

Responding to guests needs and anticipating

 their unstated ones

 Achieving growth and hitting sales targets by successfully managing the sales team

Designing and implementing a strategic sales plan that expands company’s customer base and ensure it’s strong presence

Managing recruiting, objectives setting, coaching and

performance monitoring of sales representatives

**Sr.Team Leader**

The Lalit, Jaipur

*02/2018 – 06/2019*

*Achievements/Tasks*

Employee of the month.



Increased Customer Feedback by 50%.



Maximum number of feedback on Tripadvisor.



Met deadlines consistently.



Improving score of online ranking system in the organization.



Participates in department meetings by communicating a clear and consistent to message regarding the departmental goals to produce desired results.



*Contact: Mr. Avinash Shivansh Dwivedi-9871986499*

**Team Leader**

Hotel Green Park, Hyderabad

*06/2017 – 02/2018*

*Achievements/Tasks*

Strives to improve service performance.



Winning 1st title in dance competition.



Coaches and counsels employees regarding performance on an-going basis.



*Contact: Mr. NiranjanBehera-+91 7702234703*

**Tr.Team Leader**

 The Park,Hyderabad

 *01/2016 – 04/2017*

 *Achievements/Tasks*

 Acting like a team leader.

 *Contact: Mr. GouravChoudhary*

**Hostess**

Hotel TheGolkonda, Hyderabad

*01/2015 – 01/2016*

*Achievements/Tasks*

1st in smile campaign in female category Long periods without absence from work Welcoming guest & there feedbacks



*Contact: Mr. Rajesh Chatterjee – +91 7030951197*

 **Air Hostess(Groud Staff)**

 Air India

*06/2014 – 01/2015*

*Achievements/Tasks*

The job of ground staff is vast and varied. Perform various works from commercial to technical handling for safe and steady departure and arrival of an aircraft.

They work at airports to keep airplanes running efficiently. From welcoming passengers to an aircraft’s take-off, airport

ground staff and air operations personnel play a crucial role in areas such as commercial activities, airline operations and the running of airports.

**EDUCATION**

**Diploma in Aviation**

Frankfinn Institute of Air Hostess

BBA Complited

**SKILLS**



Communication Ms Oﬃce, Opera, IDS



Problem Solving Delegating Motivation

**PERSONAL PROJECTS**

Classical Dance Skills (01/2015 – Present)

Received appreciation and awards for classical dance.



Living values of our cultural dance.



Child Labor, GramyaMahilaBikashSamiti (08/2013 – 09/2013)

Certificate in spreading knowledge among owners who promotes child labor and making child understand about education.



**LANGUAGES**

English Hindi

*Native or Bilingual Proficiency* *Professional Working Proficiency*

Odia

*Native or Bilingual Proficiency*

**INTERESTS**



Dancing Acting Travelling