ANUSHREE

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OBJECTIVE:

To obtain a challenging position as a Hostess/Receptionist where I can apply my knowledge, skills, and dedication to effectively contribute to the organization's success while enhancing my professional growth.

PROFESSIONAL EXPERIENCE:

- **PATIALA RESTAURANT – HOSTESS – (2022 – 2024)**

Responsibilities:

- Warmly welcoming guests as they arrive.
- Making them feel comfortable and valued.
- Handling reservations via phone or online systems.
- Managing waitlists during busy periods.
- Escorting guests to their tables and providing menus.
- Communicating with servers and kitchen staff to ensure smooth service.
- Balancing table assignments for efficient service.
- Answering guest questions about the menu, specials, hours of operation, etc.
- Providing information about the restaurant or venue.
- Keeping the entrance, lobby, and hostess stand clean and organized.
- Checking the dining area for cleanliness and presentation.
- Addressing customer concerns politely and professionally.
- Accommodating special requests when possible (e.g., birthday celebrations, special seating).
- Handling takeout orders or payments at the front desk if required.
- Ensuring guests adhere to safety guidelines and health regulations.
- Monitoring occupancy limits during busy times.

- **AL BAIK SERVE QUEST- CRL (CUSTOMER RELATION LEADER) -(2021 – 2022).**

Responsibilities:

- Supervised all stations and team members, organizing and monitoring work processes to ensure excellent customer service.
- Implemented standard operating procedures for efficient and consistent business operations.
- Assisted in coordinating team efforts to boost company revenue through effective collaboration.
- Managed installation crew coordination to ensure timely project completion.
- Responded to customer inquiries, providing information and guidance to community members.
- Managed front desk operations, including greeting visitors, answering phone calls, and responding to emails.
- Supported event coordination by assisting with registration and logistical planning.
- Reported to the administrative lead or office manager with daily updates, accomplishments, and issues requiring attention.
- Handled daily administrative tasks, including scheduling, document organization, and phone management.
- Coordinated team meetings and events, preparing agendas and ensuring smooth execution.

L'OREAL INTERNATIONAL COMPANY – BEAUTY ADVISOR (2018-2020)

Responsibilities:

- Provide customers with courteous friendly fast and efficient cosmetic service and informational maintained department record inventories and appearance.
- Modeled and delivers distinctive and delightful customer experience.
- Engage customers and patients by creating assistance with product services.
- Resolved Customer's issue and answer questions to ensure positive customer Experiences.
- Stocked shelves cleaned floors and organized the sales area.
- Meet Sales goals belt customer relations recruited new customer and order new products and manages inventory.
- Responsible for Appropriate weekly price changes for the sales and clearance.

COMPUTER & TECHNICAL SKILLS:

- **Operation Systems:** Windows OS
- **MS Office Suite:** XP / (Outlook, Excel, Word, Power Point, Tally ERP)
- **Email/Accounts:** MS Outlook, Active Directory.

EDUCATION:

Karnataka (Diploma) – Matriculation:

- Diploma – Computer Science (2015-2017)
- 10th - Matriculation School (2015)

PERSONAL DETAILS:

Father Name : MURTHI NAIK
Date of Birth : 11-09-2001
Passport No : W1745907
Languages Known : English, Hindi, Urdu, Malayalam, Tulu, Kannada
Visa Status : Employment (Cancelled)