

# JAGRITI

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## SUMMARY

Self-motivated professional highly experienced in guest services. Pleasant personality coupled with talents in customer relations, recordkeeping and problem-solving. Outgoing when greeting and communicating with others to maintain positive atmosphere.

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## EXPERIENCE

**Front Desk Receptionist, 08/2022 - Current**  
**Qutub Residency hotel - New Delhi**

- Provided administrative support such as filing documents, photocopying and scanning materials.
  - Maintained an organized reception area and ensured that all guests were attended to promptly.
  - Handled sensitive information in a confidential manner.
  - Updated customer information in databases regularly to ensure accuracy of records.
  - Verified identity documents for new customers before opening accounts in accordance with company policies.
  - Responded to customer inquiries via phone, email, and in person.
  - Greeted customers warmly and made them feel welcome.
  - Provided excellent customer service by responding quickly to inquiries via phone or email in a professional manner.
  - Explained policies and procedures to visitors.
  - Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.
  - Investigated and analyzed client complaints to identify and resolve issues.
  - Monitored reception area to provide consistently safe, hazard-free environment for customers.
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## CONTACT

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## SKILLS

- Mail coordination
- Appointment confirmation
- Departmental support
- Administrative support
- Staff management
- Problem-solving skills
- Record keeping
- Hospitality services
- Front office management
- Data entry
- Clerical support
- Visitor registration
- Customer service
- Cash handling
- File management

## EDUCATION AND TRAINING

**Bachelor of Arts, 12/2023**

**IGNOU - New Delhi**