



# Endrina Ghosh

Receptionist

## OBJECTIVE

Experienced Receptionist with a solid background in customer service. Proficient in managing transactions and addressing customer inquiries in busy environments. A positive team player dedicated to building customer loyalty and providing excellent service. Seeking to apply skills in a role with increased responsibility.

## CONTACT

Mobile: +971508784618

E-mail: endrinaghosh92@gmail.com

Dubai, United Arab Emirates

## EDUCATION & CERTIFICATION

- Diploma in Travel, Tourism & Hospitality Management  
TMI Academy, Park Street, Kolkata, India | 01/2018
- Bachelor of Commerce  
Jogamaya Devi College, Kolkata, India | 03/2014
- Indian School Certificate (ISC)  
St. Helen School, Kolkata, India | 03/2011
- Completed 10th Grade (CISCE)  
St. Helen School, New Delhi, India | 03/2009

### CERTIFICATIONS

- Certified in Computer Applications (MS-DOS, Windows, E-Office)

## SKILLS

- Customer Service and Communication
- Appointment Scheduling and Management
- Phone and Email Handling
- Front Desk Operations
- Visitor Coordination and Assistance
- Data Entry and Record Keeping
- Multitasking and Time Management

## LANGUAGES

English, Hindi

## PERSONAL INFORMATION

Nationality : Indian  
Gender : Female  
Date of Birth : 28/11/1992

## WORK EXPERIENCE

### Receptionist

Phileas Foggs Restaurant LLC | 11/2021 - 11/2024

- Managed front desk operations, providing a warm welcome to guests and directing them efficiently.
- Handled phone calls and reservations, ensuring a professional and courteous experience.
- Maintained an organized reception area to create a positive first impression for visitors.
- Assisted in event coordination, managing guest inquiries to enhance customer satisfaction.
- Provided detailed information about the restaurant's menu and services, facilitating informed choices.
- Collaborated with kitchen and service staff to ensure smooth operations and timely service.
- Monitored guest feedback and communicated insights to management for continuous improvement.

### Visa Consultant

Jetsave India Tours Pvt. Ltd. | 03/2019 - 10/2021

- Advised customers on visa and passport requirements, guiding them through the application process.
- Processed travel deposits and maintained accurate records of customer payments and transactions.
- Explained the benefits of purchasing travel insurance, contributing to increased sales.
- Verified customer documentation for travel compliance, ensuring adherence to regulations.
- Provided exceptional customer service, addressing concerns and enhancing client satisfaction.
- Stayed updated on visa regulations and policies to provide accurate information to clients.
- Assisted in training new staff on visa processes and customer service protocols.

### Travel Consultant

Plan My Holiday | 01/2014 - 02/2019

- Educated clients on current travel restrictions, ensuring they received accurate and timely information.
- Promoted seasonal travel offers and upsold additional tours to enhance client experiences.
- Assessed customer needs to recommend suitable travel destinations based on preferences.
- Assisted clients in obtaining necessary travel documentation, ensuring compliance with regulations.
- Fostered strong relationships with clients to encourage repeat business and referrals.
- Coordinated with travel suppliers to secure the best rates and packages for clients.
- Resolved client issues and complaints promptly to maintain high levels of customer satisfaction.

## DECLARATION

I hereby confirm the above information given is true and correct to the best of my knowledge.

Endrina Ghosh