



CHAITALI GOSAVI

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Date of Birth : 14th June 1987

- ✧ Teaching experience of 2.3 yrs. in a very esteemed organization.
 - ✧ A result oriented professional with over 10 years of experience in efficient Hotel operations for a well renowned brand.
 - ✧ Maximizing guest satisfaction, improving operations, enhancing business growth, internal controls & productivity improvements.
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EMPLOYMENT SCAN:

Started working from August 2018 at DY Patil College as Assistant Professor.

- ✧ Teaching Front Office Operations.
 - ✧ Conduct regular front office practical for a batch of 30 students.
 - ✧ Conduct regular theory classes for a batch of 60 students.
 - ✧ Evaluate, monitor and mentor student academic progress.
 - ✧ Participate in departmental and college activities.
 - ✧ Demonstrate effective teaching and professional practice as measured by student feedback, assessment outcomes.
 - ✧ Apply innovative teaching techniques which create interest, understanding and enthusiasm amongst students.
 - ✧ To maintain own continuing professional development.
 - ✧ To provide general support and guidance to students, resolving issues.
 - ✧ To play a significant role in the design, development and planning of modules and programs within the subject area as required.
 - ✧ Teaching the students pursuing Masters in Tourism Management.
 - ✧ Currently conducting online lecture for a strength of 150 – 180 students.
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Worked with Vivanta By Taj President, Mumbai, As Duty Manager from April 2012 to November 2017.

- ✧ Responsible for smooth operations of Front Office, Bell Desk, Telephone Operators, Travel Desk.
- ✧ Managed a team of 12 in a shift
- ✧ Airport operations monitoring and tracking, supervising the day today operations of the airport team and facilitating progress.
- ✧ Guest interactions and creating a database of regular and repeat clientele and hence ensuring maximum recognition during repeat visits and thereby creating differentiation.
- ✧ Initiated the Accommodation meeting every evening to discuss the next day and ensure smooth operations.
- ✧ Be available in the lobby to the greatest extent of the day and hence ensuring maximum guest interaction during the day, collecting feedback and acting promptly on even the slightest of guest discomfort.

- ↵ Ensure all Guest feedbacks are shared in the morning meeting along with the important movement for the day and raise concerns and issues hindering guest satisfaction and smooth operations
- ↵ Co-ordination with the Accounts in case of perennial, long pending or negligence issues and addressing them in consultation with the Credit manager.
- ↵ Responsible for smooth functioning of the Front Desk.
- ↵ Responsible for the final compilation of KPI's (Key Process Initiatives), Comparative study and Areas of improvement.
- ↵ Maintaining a daily check on Room revenues, Average Room Rate and Room per Day against the set budget and ensuring that the down line staffs is aware about the targets.
- ↵ Maintaining the existing processes and procedures within the department.
- ↵ **Undergone training in Learning & Development.**

↵ **Front Office Supervisor with Taj President, Mumbai from August 2008 till April. 2012.**

Commenced career From JUNE 2007 – JUNE 2008 associated as Hotel Operation Trainee at The Gateway Hotel, Nashik, India

SCHOLASTICS:

- **Diploma in Hotel Management and Catering Technology, MGVS, Nashik, India**
- **Correspondence degree in Hotel & Tourism Management from Yashwantrao Chavan Open University.**
- **Pursuing MBA in Hospitality Management from Jaipur University.**

SELF ENHANCEMENT PROGRAMS:

- ↵ Undergone cross Exposure training at Taj Mahal Palace & Towers.
- ↵ Completed the Training course of TTT (Train the Trainer).
- ↵ Completed the training course of First aid from Red Cross.

IT Skills: Proficient in MS Office 2007,2010,2013,2016 / Software's like Fidelio and Opera

ACHIEVEMENTS :

- ↵ Received Guest appreciation Letters.
- ↵ Recognized as the Highest up seller of the month.

PERSONAL DOSSIER:

Marital Status : Married

Nationality : Indian

Languages Known : English, Hindi & Marathi

Permanent Address : 2, Kanchan Apt, old Adagon Naka,
Krishna Nagar,
Panchavati, Nashik-03.

References : Available upon request