

**CALLING APPLICATION FROM REPUTED HOUSEKEEPING AGENCIES/ SERVICE PROVIDER IN PUNE FOR PROVIDING RECEPTIONIST SERVICES AT OUR HEAD OFFICE, PUNE**

We are looking for a company providing receptionist services to manage our front desk on a daily basis and to perform a variety of tasks assigned by our lobby manager/concerned department.

The Receptionist Responsibilities includes:

1. Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately to the concerned person and department.
2. Answering, screening and forwarding incoming phone calls
3. Ensure that the reception area is tidy and presentable, with all necessary stationery and material
4. Provide basic and accurate information in-person and via phone
5. Record, issue and monitor logbook, visitor badges
6. Minimal computer operation knowledge.
7. Proficiency in speaking local language i.e, Marathi, Hindi, English
8. Customer service attitude
9. Well-mannered and groomed.

We would require 2 receptionist/s/personnel/s to man our reception area and they would work in 2 shifts of (6.5 hours plus 30 minutes lunch break) from 9.00AM to 9.00PM. The personnel/s will be deployed on bank working days only. The payment would be in line with Minimum Wages Act (central provisions) and in compliance to all labour laws with applicable taxes and service charges of the agency. The agreement will be for a period of 1 years with extension upto 2 years subject to review in each year.

Reputed agencies registered with local labour authority in Pune are hereby invited to submit their detailed quotations for the above in a sealed envelope and send the same to following addresses. The quotation should clearly mention the total amount and bifurcation of the payment to be made to the deployed personnel and other applicable charges. Incomplete and ambiguous quotations shall be treated as invalid and are liable to be rejected without assigning any reason. The Bank's decision in this regard will be final and binding.

The agency quoting the least amount will be eligible for providing services as informed above subject to the quote should be complied with all relevant labour laws and applicable taxes.

The sealed cover should contain letter of the agency, their introduction, registration certificate with local Labour Authority (central) and detailed quotation.

Quotations in sealed cover may be sent to following address on or before 20.02.2019. Quotations received after the said date will not be accepted. The applications received will be opened on 25.02.2019 at 11.00 am at following address. One representative of the agency may remain present at the time of opening the quotation. The applications sent by individual will not be accepted and liable to be rejected at the outset.

Address: **The Assistant General Manager, HRM, Head Office, 1501, Lokmangal, Shivajinagar, Pune**

Contact for any quires – Shri. K Sandeep Shetty, Senior Manager HR, Head Office, Pune  
Tel No. 020 -25614280

**Assistant General Manager  
HRM, Head Office, Pune**



Dt. 08.02.2019