

# Yash Bisht

## HOSPITALITY MANAGEMENT

198-A, St.No.-5, Tukhmeerpur Extn,  
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### ABOUT ME

In my three years of experience, I have served guests with a welcoming and courteous attitude while paying close attention to both the needs of the staff and the guests. A terrific team player and leader who takes initiative, detail oriented with excellent communication and problem-solving skills, and who can work well under pressure and in a time-constrained situation. Proven track record as a crucial member of the management team.

### SKILLS

- MS Excel, MS Word, MS PowerPoint
- Basic Knowledge of PMS
- Operational Knowledge of E-mail and Internet Application
- Data analysis
- Front Desk Management
- Budget Management
- Staff Training and Coaching

### EXPERTIZE

- Communication
- Ability to Work Under Pressure
- Time Management
- Conflict resolution
- Leadership
- Adaptability And Flexibility
- Decision Making
- Team Management

### EXTRA CURRICULAR ACTIVITIES

- Combating Covid-19 Awareness Quiz
- "Dekho Apna Desh" Rangoli Event
- Plant Based Culinary Workshop
- Inter College E-quiz Competition

### LANGUAGES



English



Hindi

### INTERESTS

- Video Games
- Travelling
- Sports
- Photography

### WORK EXPERIENCE

Trainee

Sarovar Hotels & Resorts · Internship

2020-2021

- Property Management Systems
- Guest Service
- Guest handling
- Reservations
- Hospitality

Front Desk Manager

The Hosteller · Full Time

2022-PRESENT

- Got promoted from front desk assistant
- Leading a team of 5-8 employees including housekeeping, R&M and event managers
- Training freshers and familiarizing them with the organisation's work culture.
- In-depth knowledge of OTA bookings and affiliate softwares like Pulse and Ezee Absolute.
- Co-ordinating with OTA platforms like Hostel World, Booking.com, Goibibo, MMT, Agoda, TripAdvisor and Expedia.
- Assisting in the monitoring of the budget and expenses.

### EDUCATION

B.SC IN HOSPITALITY AND HOTEL ADMINISTRATION

I.H.M Hamirpur, Himachal Pradesh | 2019-2022

INTERMEDIATE

Ramjas Senior Secondary School | 2016-2018

MATRICULATION

David Model Senior Secondary School | 2015-2016