

# Pulkit Gupta

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## Objective

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Work and progress in a multinational company to achieve managerial position by implementing the best of my knowledge and develop/learn new skills that can be key tools for the company's growth.

## Area of Expertise

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- Manage Kitchen staff and oversee food preparation
- Strong working knowledge of food and beverage service
- Respond to customer complaints tactfully and professionally.
- Basic computer applications
- Problem Analysis and Resolution
- Planning and Organizational Skills
- Customer service orientation
- Optimizing Skills.
- Leadership skills

## Work experience

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Lemon Tree Hotel, Jammu

May 2022 — Present

Guest Service Executive

- Lead team to develop operational plan.
- Prepare and maintain all reports.
- Coach team members to excel in service
- Support strategic and operational plan.
- Manage guest concerns and feedback.

Red fox Hotel (Lemon Tree Hotels), Chandigarh

October 2019 — May 2022

Guest Service Supervisor

- Oversees and coordinate activities of all staff in Food and Beverage department.
- Oversee inventory related to food and Beverages.
- Train new employees and provide ongoing training for all staff.
- Ensure adherence to food sanitation and safety guidelines.
- Ensure customer satisfaction through promoting excellent service.

Red fox Hotel (Lemon Tree Hotels), Chandigarh

October 2017 — September 2019

Senior Guest Service Associate

- Answer incoming calls and inquiries pertaining to food and beverage services.
- Assist guests regarding menu items in an informative and helpful way.
- Follow outlet policies, procedures and service standards.
- Coordinate with housekeeping to ensure all special request are handled properly.

# Industrial Training

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- Industrial training experience in Fortune Select Metropolitan, Jaipur (Member of I.T.C)
- Learned and understand the complete overview of the operations of all departments of full-size hotel
- Field experience such as Lodging and Accommodation, Food and Beverage, Travel and Tourism and Event Management.

## Education

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B.sc in Hotel Management and Catering Science

2014 —2017

H.I.H.T affiliated from Madurai Kamaraj University

- Front Office Management
- Hotel Administration
- Food Safety and Microbiology
- Food Production & Beverage Services
- Hospitality Marketing.

## Certification & Rewards

- Trained as per Red fox standards.
- Best Employee of the Month
- Best Rockstar of the Year.

## References

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References available upon request.