

## CONTACT

### Pooja Kaur

📍 VPO- Shankar Dehlon Ludhiana Punjab

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## OBJECTIVE

Dedicated and versatile professional with a strong background in front office management and a true passion for baking. Exceptional organizational skills and attention to detail contribute to seamless administrative operations, while creativity and mastery of baking techniques result in visually stunning and delicious culinary creations. Demonstrated ability to provide exceptional customer service and create a welcoming environment.

## EXPERIENCE

- - **INTERNSHIP DETAILS**  
G.G.N.I.M.T  
Internship Program:- Hospitality Internship Program  
Department:- Front office, food production, housekeeping  
Duration of Internship:- 5 months  
Location:- GGNIMT College Ludhiana  
Research-based training:- Topic Housekeeping waste management  
Food production:- Topic Dietary fibre sources and human benefits  
Front office:- Hospitality market in India in the COVID era.
- Jan-20-2023 - May-20-2023
  - **On Job Training**  
RADDISON (GURUGRAM)  
call handling  
guest feedback  
guest enrollment

## EDUCATION

- 2017
  - **Govt Girls Ser Sec School Hargobind**  
Matriculation
- 2019
  - **Govt Girls Ser Sec School Hargobind**  
Matriculation 12th ( Vocational Marketing )
- 2023
  - **G.G.N.I.M.T ( Civil Lines Ludhiana )**  
BSC.HMCT

## SKILLS

- Time Management Guest Interaction Call handling Team work Critical work thinker

## INTERESTS

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- Bakery
- Traveling
- Front Office
- F&b Service

## LANGUAGES

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- English Hindi Punjabi