

Yash Bisht

HOSPITALITY MANAGMENT



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



INTERESTS

- Video Games
- Travelling
- Sports
- Photography

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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