

Pulkit Gupta

E-mail: pulkitgupta761@gmail.com
Address: Solan, Himachal Pradesh

Phone: +91-70185-04383

Objective

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

- 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

Lemon Tree Hotel, Jammu

Guest Service Executive

May 2022 — Present

- 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

Guest Service Supervisor

October 2019 — May 2022

- 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

Senior Guest Service Associate

October 2017 — September 2019

- 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

- 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

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

References available upon request.