



YOGENDRA SINGH

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Summary

I Have 3.5.years of experience in Operations, Customer & Employee Relationship, and to excel in the field of hospitality by gaining a successful and rewarding career within the competitive environment of a highly esteemed organization. Learn, inculcate and apply the best of knowledge, expertise and values to pave the way for outstanding success and growth. To utilize the potential and flair for serving guest and relevant experience to maximum. Looking forward to achieve a stimulating career development through personal and professional growth.

Highlights

- ❖ Goal Oriented
- ❖ Service Standard Optimization
- ❖ Strategic Planning & Execution
- ❖ Process improvements and multi-tasking
- ❖ Group Handling
- ❖ Room Reservation, Room Controller
- ❖ Personal Training & Development Planning
- ❖ Monitoring & developing Staff

Achievements & Recognition

- ❖ First Position in "Fortune Champ" for the month June 2020
- ❖ Approbation for Flier-Silver Label during month of July 2020
- ❖ "Fortune Face" For the month February 2021

Experience

G SA – F&B Service- Golden palace group of companies Dubai December 2021 –Till Date.

- ❖ Working as A GUEST SERVICE ASSOCIATE (F&B Service) at Golden Palace Group Of Companies Dubai from December 2021 to till date.

Trainee Supervisor – Front Office – ITC Fortune Park Hotels Ltd. - January 2021 –Dec 2021.

ITC Fortune Park, Dahej is located in the heart of business with 93 keys & 01 hi-end Food & Beverage Outlets.

- ❖ Manage a room inventory of 93 rooms for effective front office operations
- ❖ Bringing associates to a level to handle situations in the absence of senior Management.
- ❖ Planning front office operations in a very Lean and mean manning by effective cross training.
- ❖ Closely handling reservations department and coordinating with the sales to optimize room revenue and ensure groups are

taken care of.

Senior Guest Service Associate – Front Office – ITC Fortune Park Hotels Ltd., 03 February – December 2020 (Dahej)

- ❖ Independently handling the shift and handle customer request and complaints.
- ❖ Managing team staff.
- ❖ Maintaining the Log Book and follow up system, check daily arrival list and monitor all VIP movement.

Front office Associate – Front Office – Gardenia Hotel Spa & Resort - August 2017 – September 2019 (Haridwar) Uttarakhand

Gardenia hotel Spa & resort a business hotel. It has wonderful 52 rooms, 01 Restaurant, 01 Bar, 04 Banquet hall & 01 marriage Lawn

- ❖ Worked as a Night Auditor and checked all the working done by the Front office at the Day time and run the Night Audit.
- ❖ Handled the guest checkout process, ensuring billing processes and manual postings are conducted in accordance with hotel standards.
- ❖ Conversant and efficient in dealing with foreign currencies and their exchange rates to provide foreign exchange services to guests
- ❖ Worked as a Night Auditor and checked all the working done by the Front office at the Day time and run the Night Audit.
- ❖ Handled the guest checkout process, ensuring billing processes and manual postings are conducted in accordance with hotel standards.
- ❖ Conversant and efficient in dealing with foreign currencies and their exchange rates to provide foreign exchange services to guests.

Industrial Trainee — Gardenia Hotel Spa & Resort Haridwar (Uttarakhand) -6 Month

- ❖ **Diploma in Hotel Operations- K.S.S. Kotdwar Uttarakhand**, in the year 2016.
- ❖ Passed Class XII from U.K Board with Art Stream
- ❖ Passed Class X form U.K Board with General subjects.

System Knowledge

- ❖ IDS (6.5)
- ❖ Web line
- ❖ Microsoft Office, Word, Excel, Power point

Additional Information

Date of Birth: 10 May, 1998

Marital Status: Single

Nationality: Indian

Passport Details: Passport Number: **S3172219** | Place Issue: Dehradun | **Date of Expiry:** 2028/05/15

Hobbies: Food & Drinks Photography, Camping, Explore other culture.

Language Known: English, Hindi, Kumauni & Gujarati

(YOGENDRA SINGH)