# PRATHAM GOLE

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# Profile

# As a dedicated and enthusiastic student pursuing an MSc in International Hospitality at Leeds Beckett University, I bring a robust foundation in hospitality management, supported by a BSc from DY Patil University. My extensive front-of-house experience across various prestigious establishments has honed my skills in communication, customer service, and multitasking. I excel in dynamic, fast-paced environments, consistently meeting deadlines while providing exceptional guest experiences. My ability to adapt and learn quickly, coupled with a strong commitment to teamwork and critical thinking, positions me to contribute effectively to your team and drive the success of your organization.

# Key Skills

* Good Communication
* Customer Service
* Multilingual
* Food Management
* Teamworking
* Communication & Presentation
* Critical Thinking
* Leadership

# Work experience

**White house (Navi Mumbai), Front House Staff May 2022 – Feb 2023**

* Assisting guests with the check-in and check-out processes efficiently and courteously.
* Providing excellent customer service, addressing guest inquiries, and resolving any issues or complaints promptly.
* Handling reservations, cancellations, and modifications, ensuring accuracy and attention to detail.
* Processing payments, issuing invoices, and maintaining accurate records of transactions.
* Offering information about hotel amenities, local attractions, and services to enhance the guest experience.

**Joss Caters, Serving and Waiting Staff Dec 2019 - Jan 2021**

* Ensuring a quick and cheerful interaction with the guests during their registration and checking out of the hotel.
* Given the particular field and job title, the main duties include the following aspects: Customer relation tasks, where the candidate shall be able to address the guest’s concerns and/ or complaints and/or feedback with appropriate action.

Making and / or receiving bookings, changes, cancellation and so on. with accuracy and with proper care.

* Processing of all the bills, issuing of invoices for services or goods provided to customers and keeping records of all the financial transactions of the business.
* Explaining the existence and forms of services provided in the hotel, other places of tourist interest and available amenities with an aim of enhancing the clients’ views on the matter.

**Taste of Malavan (Andheri), Kitchen Assistant. Feb 2021 – April 2022**

• Assisting chefs with basic food preparation tasks such as chopping vegetables, preparing ingredients, and assembling dishes.

• Keeping the kitchen clean and sanitized by washing dishes, cleaning countertops, and ensuring all equipment is properly cleaned.

• Monitoring inventory levels, unpacking and storing deliveries, and ensuring that kitchen supplies are well-stocked and organized.

• Disposing of waste and recycling appropriately to maintain a clean and efficient kitchen environment.

• Helping with cooking tasks under the supervision of chefs, such as stirring, mixing, and basic cooking

• Ensuring that kitchen equipment is in good working order and reporting any malfunctions or needed repairs.

• Adhering to all health and safety regulations, including proper food handling, storage, and hygiene practices.

• Preparing workstations with necessary ingredients and tools, and cleaning up after service.

Education

Leeds Beckett University - Leeds, Master's degree in International Hospitality Management **Jan 2024 – Present**

D.Y Patil University, B.SC in Hospitality and Management Studies **2019 - 2023**

# Interests & hobbies

* I am a big fan of team sports and play volleyball.
* I enjoy Cooking Food and Music