

## **Aparna Gupta**

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(India)

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**Email Id:** [aparna.gupta2209@gmail.com](mailto:aparna.gupta2209@gmail.com)

**Date Of Birth:** 22<sup>nd</sup> Sept. 1992  
India

**Place of Birth:** Sambhal,

**Gender:** Female

**Country of Citizenship:** India  
India

**Country Of Residence:**



**Objective:** To have national cultural exposure and experience in the field of hospitality management as a gateway to a meaningful hospitality career. To develop my hospitality management skills and become globally competitive by working with the best hotels and in the world present in India

### **Education**

**University Name:** **JAIPUR NATIONAL UNIVERSITY, INDIA**

**Location:** Jaipur, Rajasthan, India  
2020

**Institution start date:** 2018-

**Graduation:** (May 2018)

**Field of study:** **MASTERS IN OPERATIONS MANAGEMENT (MBA)**

**University Name:** **AMITY UNIVERSITY RAJASTHAN, INDIA**

**Location:** Jaipur, Rajasthan, India  
2014

**Institution start date:** 2011-

**Graduation:** (May 2014)

**Field of study:** **BACHELOR IN HOTEL MANAGEMENT (BHM)**

### **Relevant work experience and trainings attended**

#### **The Vijayran Palace By Royal Quest ( Pandemic Loss)**

Guest Relations Manager

- Ensure that guest check-in and check-out services are done promptly and courteously.
- Ensure that front office staff is available at all the times for customer assistance.
- Provide outstanding services and ensure guest satisfaction.
- Provide direction and guidance to front office staff to meet hotel goals.
- Manage special requests for customers including restaurant reservations, limousine services and car rentals.
- Address guest inquiries and concerns in a timely and professional manner.
- Coordinate with Event Coordinator in organizing meetings and specials events as requested by guests.
- Escalate unresolved guest issues to Director for immediate resolution.
- Follow and enforce established policies and procedures.

- Make and change room assignments according to guest requirements.

### **Taj Jai Mahal Palace Jaipur (June 2018 – Sept. 2019)**

Guest Relation Executive

- Ensuring and providing flawless, upscale, professional and high class guest service experiences
- Analyzing customer feedback and providing strategic direction to continuously improve overall rating
- Responding to guests needs and anticipating their unstated ones
- Taking Briefings and trainings in the department.

### **Ananta Institute of Management and Allied Science Jaipur (July 2017 – June 2018)**

Front Office Lecturer

- To maintain & manage theory & practical for Front Office, and to take other subjects like Hygiene and Nutrition
- To take sessions on Front Office skills
- Develop and implement innovative instructional Methods in Front Office Department.
- Develop professional logistics to improvise student performance.
- Assess, review and evaluate student activities and progress of departments

### **Oberoï Hotels and Resorts**

The Oberoi Rajvilas Jaipur (Dec. 2015 – July 2016)

Front Office Assistant

- Greets all guests at all times in a friendly and helpful manner and attempts to learn and use guest's name at every opportunity
- Registers and rooms all arrivals according to established procedures
- Maintains intimate knowledge of departmental standards and procedures
- Cashes hotel guest's personal and travelers checks and assists with currency exchange
- Keeps abreast of all modifications to accounting policies and procedures
- Responsible and attends to guest's request of using the service of safety box at all times
- Knowledgeable of all special promotion procedures, for programs such as: Starwood Preferred Guest
- Attends to guest's complaints, inquiries and requests, referees problems to supervisor / Assistant Manager if He / she unable to assist

## **Starwood Hotels and Resorts**

Guest Service Agent

Le Meridien Jaipur (Jun. 2014 – Nov. 2015)

- Convey a high level of understanding of the importance of attending to details.
- Handle challenging situations with guests diplomatically.
- Take extra steps to ensure work was completed
- Practice Starwood Cares.
- Pursue increased responsibility.
- Maintain a high level of output and quality regardless of the task load.

## **Carlson Hotels and Resorts**

Radisson Blu Delhi (Jan. 2013 – Jul. 2013)

Industrial Trainee

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## **Skills/ Qualifications**

**Languages & Level:** Proficient in the English and Hindi Language.

**Computer Skills:** Opera, Microsoft Word, Microsoft Excel, Microsoft PowerPoint

Been a part of NGO ‘Umeed’

## **Special Awards/Honors/Certificates**

- Event Coordinator for the attempt of making World’s largest Veg. Lasagne for ‘ **India Book Of Records**’
- Distinguished Services Award at Ajmer Health Camp  
2012
- 1<sup>st</sup> Prize in group singing School Level 2009
- 2<sup>nd</sup> Prize in Sports School Level 2006

Signature

Date