

Ananya Kapoor

Hotel Management Executive

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Summary

Passionate and service-driven hospitality professional with hands-on experience in front-office operations, guest relations, and event management. Adept at maintaining operational excellence and delivering outstanding guest experiences in 5-star hotel environments.

Core Skills

Guest Relations, Front Office Management, Event Coordination, Customer Service, Team Leadership, MS Excel, Communication, Hospitality Management Systems (Opera PMS, IDS)

Education

Institute of Hotel Management (IHM), Mumbai

B.Sc. in Hospitality and Hotel Administration

Jul 2021 – Jun 2025

CGPA: 8.92/10

Relevant Coursework: Food and Beverage Management, Hotel Accounting, Event Management, HR for Hospitality

Experience

Guest Relations Intern — The Leela Palace, Bengaluru

May 2024 – Oct 2024

- Assisted in guest check-ins/check-outs ensuring 99% satisfaction rates based on surveys.
- Managed VIP guest handling and corporate bookings for events.
- Coordinated with housekeeping and F&B departments for guest requirements.

Front Desk Trainee — Taj Mahal Palace, Mumbai

Jan 2024 – Apr 2024

- Supervised the check-in process for 200+ guests daily during peak season.
- Trained in property management software (Opera PMS) and handled complaint resolution.

Projects

Sustainability Practices in Luxury Hotels — Research Project

- Conducted comparative analysis of sustainability measures across 3 luxury hotel chains.

Digital Feedback System for Hotels — Excel + Google Forms

- Designed a digital system for tracking guest feedback reducing paper usage by 80%.

Achievements

- Awarded “Best Intern – Guest Services” at The Leela Palace (2024).
- Secured 1st position in IHM Mumbai “Hospitality Innovation Challenge 2023”.
- Recognized for achieving 98% guest satisfaction during internship review.

Certifications

- Hospitality Excellence Program — Marriott International (2023)
- Food Safety and Hygiene — FSSAI Certified (2023)
- Soft Skills for Hospitality — Coursera (2022)

Extracurricular Activities

- Member, IHM Cultural Committee — Organized Annual Hospitality Fest.
- Volunteered for NGO “Feeding India” providing food services for 500+ people.
- Represented college in National Hospitality Quiz (Top 10 finalists).