

Smriti Gupta

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Objective

A highly motivated and skilled professional with a Bachelor's degree in Tourism and Hospitality Management. I have hands-on experience in hospitality management, reservations, sales, marketing, and guest relations. Seeking to further my career in the tourism and hospitality industry by applying my skills and knowledge in a challenging role.

Education

Banaras Hindu University Bachelor of Tourism and Hospitality Management June 2021 – June 2024 Major: Tourism and Hospitality Management Varanasi, Uttar Pradesh, India

Professional Experience

Alila Fort Bishangarh
Reservation Host - Front Office
April 2024 – Present
Jaipur, Rajasthan, India

- Managed reservations and provided information, responding to customer inquiries via email and phone.
- Maintained daily reports and processed bookings.
- Managed guest profiles, including comments, traces, special requests, and travel agent bookings.
- Handled travel agent queries and ensured smooth reservation updates.
- Updated the electronic rooming list and closed open folios.

Super Club Holidays
Travel Agent (Internship)
June 2023 – August 2023
Pitampura, Delhi, India

- Prepared customized itineraries based on client requirements and tour operator requests.
- Conducted pricing and costing for planned itineraries.
- Assisted in the sale of travel packages and managed client relationships.

Hyatt Alila Fort Hotel Bishangarh Jaipur
Hotel Receptionist (Internship)
November 2022 – January 2023
Jaipur, Rajasthan, India

- Managed guest check-in/check-out processes and welcomed guests.
- Conducted property show rounds and ensured smooth guest interactions.

APEX Superspeciality Hospital
Marketing Coordinator (Full-time)
August 2021 – August 2022
Varanasi, Uttar Pradesh, India

- Coordinated marketing activities to promote hospital services.
- Collaborated with teams to develop marketing campaigns and strategies.

Dr. Upadhyay
Team Manager (Full-time)
October 2020 – July 2021
Varanasi, Uttar Pradesh, India

- Managed a team of professionals overseeing telecommunications, sales, and operational activities.
- Led various team projects, ensuring successful execution and client satisfaction.

Dr. Upadhyay
Sales Executive (Full-time)
July 2020 – October 2020
Varanasi, Uttar Pradesh, India

- Worked as a sales executive, presenting products and services to clients.
- Developed sales techniques and built strong customer relationships.

Skills

- Team Management
- Guest Relations
- Itinerary Planning
- Sales and Marketing
- Customer Service
- Communication and Interpersonal Skills
- Hospitality Operations