

Jyoti Ganpatlal Solanki

Bartender



3 Years 0 Month



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Key skills

- Guest Handling
- Guest Service
- Bartending
- Food and Beverage
- Cost Control
- Team Leading
- Guest Relations
- Beverage



Personal Information

City

Bhilwara

Country

INDIA



Hobbies

- Plantation
- Watching movies



Languages

- English
- Hindi
- Marwadi



Profile Summary

Energetic and detail-oriented professional with experience in supporting the successful execution of operations. Skilled in assisting with event setup, guest management, registration, and ensuring smooth operations. Adept at providing excellent customer service, addressing attendee needs, and working collaboratively with event teams. Proven ability to manage high-pressure situations while maintaining a positive, professional demeanor.



Education

B.A, 2022

Vardhaman Mahaveer Open University

12th, 2017

Rajasthan, Hindi

10th, 2015

Rajasthan, Hindi



Work Experience

Jul 2023 - Jan 2025

Bartender

Holiday Inn Resort South Goa

Implemented creative cocktail menu resulting in 20% increase in beverage sales of outlet.

Delivered exceptional customer service leading to a increase in customer satisfaction scores.

Managed inventory efficiently, reducing overall wastage.

Jan 2022 - Dec 2022

Guest Service Executive

Spicejet

Delivering exceptional customer service to ensure high satisfaction levels and garner positive feedback.

Managing and resolving customer queries and complaints in a timely and efficient manner, resulting in enhanced customer experience.

Collaborating with cross-functional teams to streamline processes and enhance overall service delivery.



Internship

12 Months

Airhostess Training

Frankfinn

Completed comprehensive training in customer service, safety protocols, and emergency procedures.

Developed strong communication and interpersonal skills to effectively interact with passengers and crew members.

Acquired knowledge in first aid, safety equipment usage, and emergency response procedures.

Enhanced team collaboration skills, working in high-pressure situations to ensure smooth flight operations

25 Days

Bartending Course

European Bartender School

Learned proper handling of bar equipment, glassware, and inventory management.

Trained in customer service skills, ensuring a friendly and efficient bar environment.

Developed knowledge of alcoholic and non-alcoholic beverages, including mixing, pairing, and serving.

Practiced handling high-pressure situations in a fast-paced bar setting while maintaining excellent service standards.