

Utkarsh Gupta

Duty Manager, Taj LandsEnd.

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Experienced Hotelier, dedicated to delivering first class service to all hotel patrons. Bringing forth the ability to handle a variety of situations related to our guests and our associates to ensure smooth hotel operations. Adept in providing patrons with optimal customer service, while maintaining a friendly and helpful attitude.



Hobbies: Playing outdoor games, Especially Cricket.

#### LANGUAGES

★★★★★ English

★★★★★ Hindi

#### SKILLS

★★★★★ Customer Service

★★★★★ Ability to Multitask

★★★★★ Microsoft Excel

★★★★★ Effective Time Management

★★★★★ Communication Skills

★★★★★ Microsoft Office

★★★★★ Problem Resolution

★★★★★ Leadership

★★★★★ Business writing

★★★★★ Ability to Work Under Pressure

★★★★★ Night Audit

#### WORK EXPERIENCE

\* May 2023 – Present

#### **Duty Manager at The Taj LandsEnd, Mumbai. (486 Keys)**

Develops specific goals and plans to prioritize, organize, and accomplish your work. Ensures daily performance and manages revenue through revenue and yield management techniques. Focuses on generating incremental revenue through Early Check-in and Late Check-outs. Encourages the team to cross sell other hotel services like Spa, Restaurants, Travel Services. Monitors the business of competition hotels in terms of new accounts and rates.

Prepares reports of guest feedback on TrustYou (Guest Email Feedback System) and on Social Media Platforms and ensures appropriate corrective action is taken in consultation with Front Office Manager. Meet all VIPs, Repeat Guests, Inner-circle Members, Chambers Member and HWC (Handle with Care) guests, on arrival or during the stay and ensure they have a seamless experience. Ensures that regular ongoing communication is happening with associates to create awareness of business objectives. Communicates expectations, recognizes performance, and produces desired results with associates within the department

\* October 2022 – April 2023

#### **Assistant Front Desk Manager at The Ritz-Carlton, Pune.**

#### **(197 Keys)**

Administering front office functions and supervising staff on a daily basis. Front office areas include Bell/Door Staff, Switchboard and Guest Services/Front Desk. Position directs and works with managers and employees to carry out procedures ensuring an efficient check in and check out process. Ensures guest and employee satisfaction and maximizes the financial performance of the department.

\* December 2021 – September 2022

#### **Front Office Executive at The Ritz-Carlton, Pune. (197 Keys)**

Maintaining Guest Services and Front Desk Goals, Handling Wedding/Corporate groups from check in to checkout and closing of the billing grid.

Interacts with customers to obtain feedback on quality of product, service levels and overall satisfaction. Ensures employees understand customer service expectations and parameters.

\* February 2021 – November 2021

#### **Team Leader Front Office at The Radisson Blu Plaza New Delhi. (270 Keys)**

Manages day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis. Develops specific goals and plans to prioritize, organize, and accomplish your work. Handles guest complaints.

\* November 2020 – January 2021

#### **Academic Counselor at Vedantu Ed.Tech, New Delhi.**

\* August 2018 – October 2020

#### **Front Office Agent at The Ritz-Carlton, Bangalore. (280 Keys)**

Provides services that are above and beyond for customer satisfaction and retention. Responds to and handles guest problems and complaints. Understands the impact of department's operations on the overall property financial goals and objectives and manages to achieve or exceed goals.

\* July 2017 – August 2018

**Guest Service Associate at Courtyard By Marriott,  
Surat. (140 Keys)**

Working with the Pre-Opening property, setting up all the process and procedures.

**INTERNSHIP**

\* October 2015 – March 2016 at **The Taj Mahal, New Delhi.**

**EDUCATION**

\* June 2014 – July 2017

Institute of hotel Management, Gurdaspur Punjab.

BSc. in Hospitality and Hotel Administration

\* July 2012 – June 2014

Dayawati Modi Academy, Meerut

High School and Senior Secondary.

**\* ACHIEVEMENTS & AWARDS**

Awarded with Executive of the month for July and September 2022 at the Ritz-Carlton, Pune.

Star award with highest guest reviews in the month of August 2021 at The Radisson Blu Plaza, New Delhi.

5 Star award for Q3 at The Ritz-Carlton, Bangalore in 2019.

Appreciation in The Front Office department at the time of internship with The Taj Mahal, New Delhi in 2016.

**Declaration**

I do hereby declare that the above particulars are true and correct in best of my knowledge and belief.

**DATE: 01/Jan/2025**

**(UTKARSH GUPTA)**