Gaurav Belwal

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+91 7417384429 / 8267053033

545 KA/CK Khasra No 2869 Chunnu Kheda,, Near Gopeshwar Mandir, Manak Nagar, Lucknow, India

Motivated hospitality professional with 5 years of experience in Hotel Front Office Operations. Committed to strengthening customer experience with positivity and professionalism

WORK EXPERIENCE

Asst. Manager-Front Office
Lemon Tree Hotel Tarudhan Valley
03/2021 - 06/2021   *Manesar (Gurugram)*
Golf Resort - 70 Rooms

Guest Service Executive-Front Office
Lemon Tree Hotel Lucknow
09/2018 - 11/2020   *Lucknow*
Airport/Business Hotel - 51 Rooms

Various Levels (Associate -> Supervisor -> Executive-Front Office)
Lemon Tree Hotel Tarudhan Valley
10/2016 - 07/2018   *Manesar (Gurugram)*
Golf Resort - 70 Rooms

Front Office Assistant
The Piccadily Lucknow
10/2015 - 09/2016   *Lucknow*
Business Hotel - 107 Rooms

Industrial Trainee-All Department
Crowne Plaza-Greater Noida
01/2015 - 05/2015   *Greater Noida*
Business Hotel - 398 Rooms

EDUCATION

PGDHRM (Post Graduate Diploma in Human Resource Management)
IGNOU
2021 - 2022

MTM (Masters in Tourism Management)
IGNOU
2019 - 2021

BHMCT (Bachelors in Hotel Management & Catering Technology)
IHM Meerut
2011 - 2015

SKILLS

MS Office & Internet Application

Inventory Management

Customer Relation

Complaint & Feedback Handling

Adaptable & Flexible

CERTIFICATES

CCC (Course on Computer Concepts) by NIELIT
The programme has essentially been conceived with an idea of giving an opportunity to the common man to attain computer literacy thereby contributing to increased and speedy IT penetration in different walks of life.

Train The Trainer (Facilitation Skill) by MindLeaders Learning India Pvt. Ltd.(Lemon Tree Hotels Ltd.)
Skills and abilities used to provide opportunities and resources to a group of people that enable them to make progress and succeed. Some examples include being prepared, setting guidelines, being flexible, active listening and managing time.

LANGUAGES

English
● ● ● ● ○

Hindi
● ● ● ● ●

INTERESTS

Travelling   Cryptocurrency   Bitcoin

Sci-Fi