

AYUSH CHAUDHURI

Guest relations & **experience design**

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PROFILE:

Pursuing a Bachelors in Economics and Management from VSFS with hands-on experience as a Guest Relations Manager. Skilled in conflict resolution, process improvement, and guest experience design. Seeking to broaden my experience in industries that involve extensive human interaction and relationship management, leveraging my strong interpersonal and problem-solving skills.

WORK EXPERIENCE:

Guest Relations Manager

Brix Bar and Hostel, Prague, CZ - June 2022 - Present

- Supervised a team of guest relations associates, ensuring exceptional service and hospitality standards were consistently met.
- Supervised daily front desk activities including guest check-ins, check-outs, reservations, and billing, ensuring smooth and efficient service.
- Designed and delivered personalized guest experiences, catering to individual preferences and needs to enhance overall guest satisfaction.

Building Manager

Spires and Spirits Boutique Apartments, Prague, CZ - May 2024

- Streamlined check-in and check-out procedures, including the use of keyless entry systems, to enhance guest convenience and security.
 - Managed communication with guests from booking to check-out, ensuring a smooth and pleasant experience by addressing inquiries and resolving issues promptly.
 - Built strong relationships with guests, fostering loyalty and repeat business through personalized service and follow-up communications.
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PROFESSIONAL SKILLS:

Online Reputation Management:

Fostering a strong online presence, maintaining a positive image and ensuring a healthy relationship with customers.

Process Improvement:

Analyzing existing workflows to identify bottlenecks and inefficiencies, implementing solutions that increase productivity.

Crisis Management:

Prepared to handle emergencies and unexpected situations efficiently.

Performance Management:

Analyzing internal feedback, designing and implementing improvement plans.

Interpersonal acuity:

Strong verbal and written communication skills for interacting with clients, employees, competitors, and investors.

Cultural awareness:

Applied in global business context, ensures that projects and communications are culturally appropriate and effective.

EDUCATION:

Bachelor's Degree in Economics & Management - September 2022 - Current

Vysoká škola finanční a správní, Prague, Czech Republic.