

NISHAKANT SHUKLA

Hotel Supervisor

☎ +91 7992025958

📍 Sant Kabir Nagar, Uttar Pradesh,

PROFESSIONAL SUMMARY

Dynamic hotel management professional with over three years of experience in supervision, staff coordination, guest service, and operational management. Recognized for reliability and adaptability in fast-paced environments, consistently delivering exceptional service that enhances guest satisfaction. Proven track record of reducing costs while maintaining high standards of quality, contributing to overall company growth through strategic initiatives. Equipped with strong problem-solving abilities and a commitment to continuous learning, poised to tackle new challenges and drive success within the hospitality industry.

PROFESSIONAL EXPERIENCE

01/2022 – 07/2025

Basti

Deep Paradise Hotel, Hotel Supervisor

- Supervised daily hotel operations, including housekeeping, front desk, and kitchen.
- Coordinated with staff to deliver excellent guest service and maintain high satisfaction levels.
- Managed inventory, ensured timely stock replenishment, and reduced shortages.
- Handled guest queries and resolved complaints with professionalism and empathy.
- Trained and mentored new staff to maintain consistent service standards.
- Maintained records of staff schedules, bookings, and operational expenses.
- Greeted and assisted guests by gathering information pertaining to reservations or requests.
- Monitored and evaluated performance of personnel to confirm compliance with standards.
- Provided exceptional service and assistance to guests upon check-in.
- Increased customer service ratings through personable service.
- Handled guest complaints and offered complimentary services to maintain high guest satisfaction rates.
- Developed and implemented marketing strategies to promote hotel services.
- Provided services efficiently and with high level of accuracy.
- Analyzed and evaluated business data to identify opportunities for improvement.
- Booked large groups for weddings, seminars, conferences, and other events, providing best available room rates.

- Participated in financial activities such as setting room rates, establishing budgets and allocating funds to departments.
- Solicited and reviewed guest feedback and promptly resolved complaints.
- Assisted with development and distribution of marketing materials for facility.
- Negotiated with vendors to obtain favorable rates for goods and services while maintaining good working relationships.
- Developed and implemented promotional strategies to increase occupancy.
- Established and upheld high standards, promoting great customer service and assistance to guests.

EDUCATION

06/2018 – 06/2021 **Bachelor of Arts**, Shri Janardan Sanskrit Mahavidyalaya Mundera Shukla

06/2016 – 06/2018 **Intermediate: Sanskrit**,
Shri Janardan Sanskrit Mahavidyalaya Mundera Shukla

06/2015 – 06/2016 **High School: English**, JANTA INTER COLLEGE Mundera Shukla

LANGUAGES

Hindi — Native

Sanskrit — Conversational

English — Basic

TECHNICAL SKILLS

Staff supervision and team leadership • Guest relations and conflict resolution •
Inventory and resource management • Time management and multitasking •
Quick learner with willingness to undergo training • Task delegation •
Reservation management • Health and safety regulations • Sales and marketing •
Vendor negotiation • Cross-departmental collaboration • Employee motivation •
Complaint handling • Budgeting and financial management • Facility maintenance •
Menu planning • Property management systems • Housekeeping supervision •
Meeting planning • Food and beverage sales • Front desk operations •
Guest relations management • Staff training and development