



Sidharth Jaitly

Email [-sidharth171819@gmail.com](mailto:sidharth171819@gmail.com)

Mob:--+919711730101

Objective

To establish a career that allows me to utilize my interpersonal skills, ambition, and creativity to generate success for the Company, its members and myself while maintaining integrity and a strong work ethic

Employment Scan :-

January 2018 – Till Date

The Imperial Hotel, New Delhi- Sales Executive

- Conducted site visits and entertain clients to promote property facilities and services, leading to an increase in client acquisition
- Establish and maintain relationships with all current and prospective customers
- Facilitated the planning and execution of events, leading to a 100% client retention rate of recurring clients
- Met and closely worked with vendors and have discretion to negotiate terms of service and terms of commission agreements
- Work on increasing the sales and revenue
- Initiate verbal and written communication by banquet event order and other departmental documents required
- Provided on-site direction of meeting and catering logistics to managers, departments and team members responsible for event execution
- Implemented new department initiatives, leading to an increase in efficiency and potential revenue
- Managing the banquet sales function of the hotel along with the internal team coordination
- Ensuring the records of all banquet sales agreement, contract & quotes for the hotel are properly maintained as per the policy of hotel
- Responding the queries by resolving issues in timely & efficient manner

April 2017 – January 2018

Pullman & Novotel, New Delhi Aerocity — Senior Front Office Associate

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate
- Maintain updated records of bookings and payments

May 2016- April 2017

The Leela Ambience Gurugram Hotel & Residencies - Hotel Operation Trainee

- Check Inn and Check out.
- Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.)
- Greet and welcome guest
- Answer questions and address complaints
- Answer all incoming calls and redirect them or keep messages
- Receive letters, packages etc. and distribute them
- Prepare outgoing mail by drafting correspondence, securing parcels etc.
- Check, sort and forward emails
- Monitor office supplies and place orders when necessary
- Keep updated records and files
- Monitor office expenses and costs
- Take up other duties as assigned (travel arrangements, schedules etc.

December 2014- April 2015

The Oberoi Gurgaon – Internship

Training in all core departments of Hotel such as Front Office, Food and Beverage Services, Kitchen and House Keeping.

Professional Skills:

- During my job and my summer internship, interacting with the customers helps me to improve my communication skills and presentation skills.
- Create, manage and execute plans to increase sales and conversion percentages
- Gauge store performance by monitoring weekly, monthly and quarterly performance and financial reports.
- Handling the Customers Complaints.
- Ability to work under pressure.

Educational Qualification:

Degree	College/School	Board/University	Year of passing	CGPA/Percentage
BSC in Hospitality Management	IHM Meerut	NCHMCT	2016	67%
XII	Chetanaya College	A.P. Intermediate Board	2013	60%
X	Kedriya Vidyalaya	CBSE	2011	7.2

Personal Details:

- Date of Birth: 25.01.1995
- Gender: Male
- Mobile Number: +91-9711730101
- Email ID: sidharth171819@gmail.com
- Father's name: Mr. Rajiv Jaitlay
- Permanent Address: House no. 571 West Amber Talab, Roorkee, Uttarakhand