**Prateek Ghai**

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**Career Objective**

Aspiring for a job where my qualifications and skills are put to the best use, providing me with an opportunity to grow professionally to my full potential. Also, where I can share, contribute and upgrade my knowledge and experience for the development of the organization.

**Key Skills**

* **Management:** Adept in overseeing diverse teams ranging in size and background within various food based industries. I hold proven capability of managing unexpected situations and maintaining the trust and respect of customers and colleagues.
* **Barista and bartending:** Years of experience in making assorted types of coffees, multifarious alcoholic drinks, numerous food products, and providing quality service to highly diverse customers in a wide range of situations.
* **Customer service:** Experience in attending to customers in a clear, polite, and helpful manner in various roles and positions
* **Cultural awareness:** Demonstrated resourcefulness and mindfulness acquired through living and working in various countries
* **Teamwork:** Proven ability to work successfully within a diverse team, and relate to people in a relaxed and friendly manner
* **Computer skills:** Competent with software such as the Microsoft suite, as well as Micros.

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**Experience**

**Front Desk Executive (FOE) Dec 2020 – Present**

Best Western Darbar

New Delhi, India

* Responsibilities includes Managing Room inventory, Supervise staff, Creating weekly rooster. Check reservations and brief staff. Handling cash and performing Check in/out. Check and reply emails. Handle all sort of guest complaints and make sure to resolve the issues. Maintain log books, guest request tracker. And make sure to perform my duties according to SOP of the hotel.

**Front Desk GSA (FOA) Jan 2018 – Dec 2018**

The Lalit Barakhamba road

New Delhi, India

• Responsibilities includes Managing Check in/out of 461 Rooms Property using Opera Software. Assign room to guest as per their preference. Handling cash, forex transactions, IRC for VIP, Escort guest to the rooms, brief them about the hotel. Take group check in. Handling customer complaints. Doing all these duties effectively as per the SOP.

**Breakfast Cook (Chef) Feb 2015 – Jul 2017**

Econolodge City Central Hotel

Auckland, New Zealand

* Responsibilities include preparing orders by taking extra attention to the allergies and preferences of the guest. Handling complaints, order stocks and using Micros. Provide training to New Staff. Preparing Ala Carte Breakfast as per order. Prepare Mise en Place for efficient service. Preparing everything as per the hotel standard.

**Food and Beverage attendant Nov 2014 – Jan 2015**

Eden Park

Auckland, New Zealand

* Responsibilities included the duties of all front house staff, which entailed taking and delivery of orders, setting and clearing of tables, assisting the supervisor when necessary, and ensuring customer satisfaction.

**Food and Beverage attendant and Housekeeping Sep 2014 – Dec 2015**

Ascotia Off Queen Hotel

Auckland, New Zealand

* Duties entailed all food service responsibilities such as taking and serving orders, clearing and cleaning tables, as well as making coffee. Accountable for all monetary transactions which were required to go through a Micros system. Also tasked with the making of beds, cleaning of linen and public areas as well.

**Manager in Trainee in all major Departments (MIT) Jan 2013 – Jun 2013**

(Housekeeping, Food and Beverage, Barista and Bar)

HTMi

Switzerland

* Responsibilities encompassed management of staff, as well as the front and back of house in the restaurant and bar. Duties entailed generating rosters, administering training, food preparation, stock management, and the making of coffees and food items for the café.

**Education**

**Diploma in Hospitality Management Level 7 Nov 2015 – Mar 2017**

National Tertiary Education Consortium

Auckland, New Zealand

**Diploma in Hospitality Management Level 5 Aug 2014 - Oct 2015**

National Tertiary Education Consortium

Auckland, New Zealand

**Manager in training (Hospitality Management) Jan 2013 – Jun 2013**

HTMi, Hotel and Tourism Management Institute

Sörenberg, Switzerland

**Certificate in International Hotel and Tourism Mgmt. Jan 2012 – Jun 2012**

HTMi, Hotel and Tourism Management Institute

Sörenberg, Switzerland

**Achievements**

* Barista certificate 2015
* Basic Food and Health safety certificate 2015
* Liquor Controller Qualification (LCQ ) certificate 2015
* Unit Standard 4098: Workplace Accessor Training
* Performer of the month (TripAdvisor) 2018

**Interests**

* Socialising with People
* Cooking various Cuisine
* Exploring new things