

**Bbabulal Gupta**

Vill-P.O-Kamasin, Post-Kamasin, Dist – Banda

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Local Address-**71/701 Ajanta App. Nr. Tulip Bungalow Thaltej Ahmedabad 380059**

**CARRIER OPBJECTIVE**

To work in an environment and to take the organization great height of achievement through

hard work, honesty commitment and vision for the future. Highly focused, dynamic and customer

oriented person with an experience of over 8 years in hospitality sector, managing key service delivery

key processes to our customer. Motivated to work as a team and a person who value people. To archive

customer satisfaction at any cost.

**Education:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Educational qualification | Year | School/College | Board | Grade/percentage |
| Primary education | 1992 | Government [Police line Vidyalaya](https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=6&cad=rja&uact=8&sqi=2&ved=0ahUKEwiTndG3zuDLAhVBWo4KHQQUDqIQFgg7MAU&url=https%3A%2F%2Fen.wikipedia.org%2Fwiki%2FJawahar_Navodaya_Vidyalaya&usg=AFQjCNHPb41WBQ7BU_hlCD0ONUE8s3PBcg&bvm=bv.117868183,d.c2E) Cantt Guna MP | Govt. Primary School Education | 1ST CLASS |
| Junior high school | 1996 | Government [Jawahar Navodaya Vidyalaya](https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=6&cad=rja&uact=8&sqi=2&ved=0ahUKEwiTndG3zuDLAhVBWo4KHQQUDqIQFgg7MAU&url=https%3A%2F%2Fen.wikipedia.org%2Fwiki%2FJawahar_Navodaya_Vidyalaya&usg=AFQjCNHPb41WBQ7BU_hlCD0ONUE8s3PBcg&bvm=bv.117868183,d.c2E) Tumkur Karnatka | [Central Board of Secondary Education](https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0ahUKEwj70MGsz-DLAhULHo4KHQp9DJgQFggbMAA&url=http%3A%2F%2Fcbse.nic.in%2F&usg=AFQjCNGDtUJGiqbmH0jupPLw-hMY055S3Q&bvm=bv.117868183,d.c2E) | 1st CLASS |
| All India secondary school certificate examination | 1997 | Government [Jawahar Navodaya Vidyalaya](https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=6&cad=rja&uact=8&sqi=2&ved=0ahUKEwiTndG3zuDLAhVBWo4KHQQUDqIQFgg7MAU&url=https%3A%2F%2Fen.wikipedia.org%2Fwiki%2FJawahar_Navodaya_Vidyalaya&usg=AFQjCNHPb41WBQ7BU_hlCD0ONUE8s3PBcg&bvm=bv.117868183,d.c2E) Guna MP | [Central Board of Secondary Education](https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0ahUKEwj70MGsz-DLAhULHo4KHQp9DJgQFggbMAA&url=http%3A%2F%2Fcbse.nic.in%2F&usg=AFQjCNGDtUJGiqbmH0jupPLw-hMY055S3Q&bvm=bv.117868183,d.c2E) | 3RD CLASS |
| All India senior secondary school certificate examination | 1999 | Government [Jawahar Navodaya Vidyalaya](https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=6&cad=rja&uact=8&sqi=2&ved=0ahUKEwiTndG3zuDLAhVBWo4KHQQUDqIQFgg7MAU&url=https%3A%2F%2Fen.wikipedia.org%2Fwiki%2FJawahar_Navodaya_Vidyalaya&usg=AFQjCNHPb41WBQ7BU_hlCD0ONUE8s3PBcg&bvm=bv.117868183,d.c2E) Tikamgarh MP | [Central Board of Secondary Education](https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0ahUKEwj70MGsz-DLAhULHo4KHQp9DJgQFggbMAA&url=http%3A%2F%2Fcbse.nic.in%2F&usg=AFQjCNGDtUJGiqbmH0jupPLw-hMY055S3Q&bvm=bv.117868183,d.c2E) | 1ST CLASS |
| Bachelor of commerce first year | 2001 | Government Hamidiya Arts & Commerce Degree College Bhopal MP | Barkatullah University | 2ND CLASS |
| Bachelor of commerce Second year | 2002 | Government Hamidiya Arts & Commerce Degree College Bhopal MP | Barkatullah University | 2ND CLASS |
| Bachelor of commerce Third year | 2003 | Government Hamidiya Arts & Commerce Degree College Bhopal MP | Barkatullah University | supplementary |
| Bachelor of commerce Third year | JUL 13-JUN 14 | I Compass Academy  Ahmedabad Gujarat | EIILM University | 1ST CLASS |

**Extra Skill**

* Working knowledge of MS Word, MS Excel and Power Point
* Adept in Email & Internet
* Windows/ IDS/WINHMS/AURA/Software

**WORK EXPERIENCE**

* TEK Advertising & Marketing Management Group Pvt.Ltd.(2001to2004)
* Hotel Cambay Ahmadabad as a Executive
* Hotel Neel Kanth Grand, Ahmadabad as a FOA
* Hotel Inder Residency (5 Star) Ahmadabad as a Executive
* Hotel Kanak 3star as a Manager
* Oyo Flagship as a Hotel Manager.
* Currently Doing job with Hotel President as a FDM

**Job Profile**

* Process guest check –in & Check-outs, assists in VIP’s arrival departure
* Perform room checking and audit.
* Guest care & promoting the sale.
* Schedules the front office staff.
* Review daily front office work and activity report generated by night audit.
* Monitor high balance guest and take appropriate action.
* Check registration cards of arrival guests & check out bill of departure guest.
* Assists reception, cashier, concierge and bell captain during they are busy.
* Maintains a good track record with existing clients and willing to build new relation with new client.
* Gives daily report on a timely basis to FOM & GM.
* Supervises workload during shifts &motivates and maintains good staff.
* Follows up the ACR & Credit check report.
* Maintains working relationships and communicates with all departments.
* Resolves guest problem quickly, efficiently, and courteously.
* Works within the allocated budget for the front office.
* Checks cashiers in and out and verifies banks and deposits at end of each shift.
* Review front office log book, cash book and guest feedback forms on a daily basis.
* Monitor all V.I.P.s special guests and requests.
* Handling the guest reservation.
* Implement inventory distribution strategy and maintains accurate rates and inventory allotment in

Channel Manager (OTA)/GDS/PMS.

* Prepare various report like revenue, ARR,MIS and occupancy forecasting, company contribution, RSO & OTA productivity etc.
* Monitor account related audits & issues.
* Training & briefing of staff.

**PERSONAL DETAILS:**

Name : **Babulal Gupta**

Father’s Name : **SHREE. Gajraj Gupta**

Date of Birth : 04th July1981

Marital status              :        Married

Gender : Male

Nationality                  :       Indian

Language : English, Hindi,Kannada &Gujarati,

**DECLARATION:-**

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Date:…………………… **(B.L.Gupta)**