



# Adreanna Edwards



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## ABOUT ME



### Hospitality Professional

*Experienced hospitality and front office professional (3+ years) with a Diploma in Culinary Arts. Proven ability to execute the roles and responsibilities of a Front Desk / Guest Relations Executive while ensuring guests are happy and have a satisfactory experience.*

## EDUCATION



### High School

Wynberg Allen School

Completed, March 2014

ICSE

Mussoorie, Uttarakhand

## TRAINING AND CERTIFICATIONS



Culinary Arts, International Institute of Culinary Arts, New Delhi, 2015

## INTERNSHIP



December 2014 - April 2015

### Bakery

The Westin Resort & Spa

Gurgaon, Haryana

- Responsible for ensuring deserts and bakery items were ready well in time & laid out in the buffet.
- Prepare items for outdoor catering projects

## WORK EXPERIENCE



July 2017 – Current

### Guest Relationship Executive

Total Environment Hospitality Pvt. Ltd.

Windmills Craftworks

Bangalore, Karnataka

### Role and Responsibilities

- Manage guest reservations / appointments
- Interact with guests and handle queries
- Deliver a high level of guest experience
- Maintain knowledge of departmental standards and procedures

- Mentored and trained new GRE recruits on the work procedures and SOPs
- In-depth knowledge of the POS system
- Recognize guest dissatisfaction promptly, take action to resolve the situation according to individual level of responsibility and complaint procedures, and contact guest with details of resolution via call or email
- Supporting the service team during daily operation as and when required
- Updating and maintaining menu / e-menu whenever necessary
- Organizing and cataloging books in the restaurant library
- Carry out any other duties over and above the core job role as assigned by the management
- Data collection, Analysis and Interpretation
  - Daily and Monthly Sales Report
  - Guest Feedback and Complaints Report
  - Daily, Weekly and Monthly Pax Report and Comparison Analysis

September 2016 - January 2017

**Jr. Bakery Chef**

Ichor Hospitality Private Limited  
Bangalore, Karnataka

- To create recipes of cookies, cakes, breads and other confectionaries using protein powder
- To prepare orders as per customers' dietary and nutritional requirements

November 2015 - August 2016

**Guest Relationship Executive**

Cafe Coffee Day  
Bangalore, Karnataka

- Prepare dine-in, take-out and delivery orders placed at the café
- Interact with guests who visit the café
- Multitasking and helping with front end and back end work

**LANGUAGES**



- English ●●●●
- Hindi ●●●●

**INTRESTS**



Reading  
Baking  
Music  
Writing

## SKILLS & QUALITIES



- Good Interpersonal and communication skills
  - Ability to prioritize tasks
  - Ability to work under pressure
  - Ability to work independently and as part of a team
  - Have an eye for detail
  - Flexible with shifts
  - Exhibit accountability and resilience
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## EXTRA CURRICULAR ACTIVITIES



- Assisted in projects undertaken by NGO's for Old Age Homes,
  - Tragedy stricken families and Animal Rescue Centers Food items were packed and delivered to the tragedy-stricken families.
  - Sick and injured animals on the streets were rescued and taken to a veterinarian for treatment
  - Assisted Chef Pablo Morales, Head Pastry Chef of The Leela, Gurgaon in a workshop conducted by him
  - Attended seminar conducted by Mr. Vikrant Batra, owner of Café Delhi Heights, Terminal 1 and other restaurants
  - Attended the Gourmet High Street International Food Festival in Gurgaon; witnessed and assisted high ranking chefs like Vikas Khanna, Kunal Kapoor, Ranveer Brar including MasterChef contestant, Sarah Todd
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## PERSONAL



Father's Name: Mr. L.K. Edwards  
Birthday: July 05, 1996  
Gender: Female  
Marital Status: Single  
Nationality: India

## MY ADDRESS



88/2, 1st Floor, Tan Villa, Prakruthi Township, Mallappa Layout, Babusapalya  
Bangalore - 560048  
Karnataka

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## Declaration

I, Adreanna Edwards, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

*Adreanna Edwards*

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Bangalore, Karnataka

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