CURRICULUM VITAE



## PERSONAL DETAIL

**POONAM PRAJAPATI**

RESIDENTIAL ADDRESS : HOUSE NO.9, STREET NO.1, AMBEDKAR VIHAR,

SECTOR-37, NOIDA

UP- 201303

CONTACT NO. : +91 7042241804

EMAIL ID : Pprajapati27798@gmail.com

## Objective

* I am seeking employment with a company where I can grow professionally and personally.

## ACADEMIC QUALIFICATIONS

* Sr. Secondary from CBSE Board in Commerce (2016)
* Higher secondary from CBSE Board (2014)

## PROFESSIONAL QUALIFICATION

* Bsc degree in Hotel Management from Hope institute of Hospitality Management New Delhi

(2016-2019)

## WORK EXPERIENCE

* Working with Radisson Blu Marina Connaught Place in Food and Beverage Service Department as a F&B Associate from 1st May 2019 to till date.
* Completed my Industrial Training from Hilton Garden inn Gurgaon Baani Square Hotel from 15th June 2018 to 17th December 2018.

## PROFESSIONAL DEVELOPMENT

**Hotel Training (Basic Soft Skills)**

* Complaint Handling
* Delivering Quality Guest Service
* Exceeding Guest Expectation
* Grooming
* Guest Relation
* Improving communication Skills
* Performance Appraisal
* Suggestive selling & upselling
* Telephonic skills

**Job Responsibilities**

* Attend briefings prior to the restaurant opening and Check Reservation Complete mise en scène and mise-en-place before the restaurant opens.
* Receive, greet, and seat guests.Hand out menus and explain menu items and specials
* Take customer orders and Delivering right item to the guest
* Taking feedback for the service and selected food delivered
* Process customer payments
* Preparation inventory of all the cutlery, crockery and linen of my outlet

## PERSONAL INFORMATION

**Father’s name : Mr. Kaluram**

**Marital Status : Unmarried**

**Gender : Female**

**Date of Birth : 27th July 1998**

**Language Known : English & Hindi**

**Nationality : Indian**

## DECLARATION

***I hereby declare that all the information given above is totally correct as per my knowledge***

Date :

Place: signature