Email: prasadbattal018@gmail.com Contact: +91 7349618992, 31167706

PRASAD BATTAL



OBJECTIVE: *Looking for an opportunity to learn and grow in Hospitality Industry in the path of Guest relations, Guest engagement, and overall Guest experience throughout the stay.*

PROFESSIONAL EXPERIENCE: (2022 – FEB 2023)

Crowne plaza Doha west bay, Doha -

Concierge Agent

- Maintain complete knowledge of hotel features, services, and hours of operation.
- Handling of Guest transportation facilities to and fro hotel and other city tours.
- Pickup and drop off the Guest luggage tag and log.
- Keep up to date information with regards to the local interests and places to visit.
- Guiding through the mall adjoining the hotel premises.
- Assisting in the guest check-in and checkout procedures and other shift duties.

Maintaining the reports of all arrivals, departures, in-house, and total house count for the day.

Attentive with all the local events, attractions, holiday packages in order to improve the guest experience.

- Handling internal and external Guest calls efficiently.

Goa Marriott resort and spa, Panjim, Goa (April 2021 – Aug 2021)

Bellman

- Pickup and drop off the Guest luggage tag and log.
- Up to date information maintained on hotel restaurant operations, food concepts, menu price range, dress code and ambience.
- Responsible for the arrival and departure guest experience, handling check-in and check-out procedures in a timely and quality manner.
- Well trained in all the required software's to develop the guest experience, in recording the appropriate information as per the company procedures.

Guest Relations and Personalisation

- Creating "WOW" stories for the guests to make their stay memorable.
- Preparation of Personalized Welcome card for our loyal guests and special guests.
- VIP pre arrival record for guest preferences.
- Ordering arrival amenities as per the VIP status of each guest.

Up selling Hotel services to the guest like Dining experiences, Spa and Recreation, other curricular activities.

Guest Experience Concierge

- Handling of internal and external emails, reservations and responding with required information.
- Preparation of Reg-Cards, Processing Guest ID's.
- Updating Opera with Guest information, Traces, Alerts and other stay related queries.

EDUCATION & ACHIVMENTS: (Graduated in 2022)

Diploma in Hotel Management and Tourism, ***Enviroskills Academy Goa.***

SSLC Secondary Examination Board, ***Karnataka Education Board, India***.

PERSONAL DETAILS:

Nationality: Indian

Date of Birth: 29th June 1998

Language: English, Kannada, Hindi Marathi

Interests: Art, Driving, Swimming.