

PRATYUSH KUNAL

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OBJECTIVES

To work in the hospitality industry where my competencies and skills will benefit your esteemed company. To add to the company's prosperity while still strengthening my knowledge and abilities.

SKILLS

- Teamwork and Leadership
- Work Planning
- Staff Training
- Public Relations
- Optimizing Team Performance
- Problem Solving

EXPERIENCE

Night Audit Supervisor/Front Desk DoubleTree by Hilton, Calgary, AB, Canada

(May 2023 – Sep 2023)

- Auditing, balancing and verifying daily revenue documentation
- Managing the hotel's inventory of reservations, room assignments, and vacancies
- Greeting guests, checking them into rooms, assisting with check-outs, providing guests with important information
- Answering phones, scheduling wake-up calls, and assisting with reservation requests
- Responding to guest inquiries, complaints, and concerns
- Balancing cash drawers, record errors, and reconcile receipts
- Promoting hotel services and features

Kitchen Supervisor Reef Vessel for Wendy's, Calgary, AB, Canada

(Nov 2022 – May 2023)

- Order Materials, supplies, and ingredients based on demand.
- Supervise kitchen employees and organize food orders.
- Oversee the food preparation.
- Train kitchen employees in designated stations.
- Store food products in compliance with health and safety regulations.
- Ensure the kitchen is clean and organized.
- Monitor inventory levels and perform daily inventory assessments.

Guest Services Agent Ivey spencer Leadership Centre, London, ON, Canada

(Sept 2021 – Nov 2022)

- Created and managed effective strategies for optimizing guest experiences and promoting loyalty.
- Filled in for front desk, night auditor, housekeeping, events planning and food and beverage.

- Assisted guests at check-in, providing information on various services within hotel.
- Developed and implemented training plans for new and experienced employees.
- Responded to and resolved guest issues or complaints.
- Coordinated with all the major departments for the smoother operation.
- Assisting guests who request additional services including company bookings, wedding bookings, and retreat activities.
- Checked schedule of events to complete pre-planning and prevent issues.

Cook and Customer service
Pizza Hut, London, ON, Canada

(Aug 2021 – Oct 2022)

- Maintaining relationship with guests by providing, information, and guidance
- Taking orders.
- Ringing out customers on the cash register.
- Preparing pizza and other food items in an efficient way.
- Train kitchen employees in designated stations.
- Store food products in compliance with health and safety regulations.
- Ensure the kitchen is clean and organized.
- Closings for the store.
- Openings for the store where again I prepare everything before the store opens.

Line Cook
Magadh Darbar, Patna, Bihar, India

(Aug 2019 - Mar 2020)

- Maintain relationships with clients by providing support, information, and guidance.
- Preparing food in an efficient way.
- Operate cash registers and track transactions at the end of the day.
- Train co-workers and provide customer service which results in overall performance.
- Prepares food items by cutting, chopping, mixing, and preparing sauces.
- Store food products in compliance with health and safety regulations.
- Ensure the kitchen is clean and organized.

EDUCATION

January 2021 – August 2022

HOSPITALITY - HOTEL AND RESORT SERVICES MANAGEMENT (CO-OP), FANSHAWE COLLEGE, LONDON, ONTARIO

- Service practice knowledge learned through the course
- Knowledge of beverages (alcoholic/non-alcoholic)
- Able to review hotels and restaurant
- Excellent grasp of guest relations and industry technologies
- Strong accounting, sales, and HR concepts
- Leadership techniques, leading team, and handling conflicts
- Knowledge of global hospitality industry

CERTIFICATES

Smart Serve Certification Smart Serve Ontario	Feb. 2021
SafeCheck Advanced Food Safety Certification Canadian Food Safety Group	Feb. 2021
WSET Level-1 Award in Wines WSET – Wine & Spirit Education Trust	Feb. 2021
Level 1 – Beer Enthusiast Beer Canada	March 2021
Health and Safety Awareness Training Certification Ministry of Labor, Training and Skills Development's training	March 2021
Server Training – SQ 11 Squirrel Systems	March 2021
Service Excellence OTEC – Workforce Innovation	April 2021
Managing Food Safety Food Safety Market	Nov 2022

AVAILABILITY

Full time