



HARSH HALPATRAO

SUMMARY

Motivated professional seeking to cultivate a lasting career in Front Office and Guest Relations with a distinguished hotel chain, passionate about creating personalized guest experiences, ensuring adherence to brand service standard and fostering guest satisfaction and operational excellence through robust communication, professionalism, and teamwork.

EXPERIENCE

Senior Guest Relations Executive (GRE)

GoStops Hostel | Jan 2026 Current

- Delivered personalized guest service during check-in and check-out processes
- Handled guest feedback and special requests to ensure service recovery.
- Coordinated with housekeeping and operations to guarantee room readiness
- Maintained front office documentation and shift reports for accurate record-keeping.
- Uphold brand service standards to achieve high guest satisfaction scores.
- Delivered high level of service to customers in effort to build upon future relationships

Industrial Training

Four Seasons Hotel, Mumbai

- Front Office - Guest Services & Lobby Operations
- Food & Beverage Service - San:Qi & In-Room Dining (Guest Interaction)
- Housekeeping - Rooms Division (Room Readiness & Coordination)
- Kitchen - CNBC Staff Kitchen

EDUCATION

Bachelor's Degree in Hotel Management Institute of Hotel management Mumbai, MH CGPA 7.56

08/2025

HSC

DG Ruparel College of Arts, Commerce and Science Commerce Percentage: 50.50

03/2022

SSC

Udayachal High School SSC Percentage: 84.80

03/2022

Contact

8828209813

halpatraoharsh@gmail.com

Address

Mumbai, India 400079

SKILLS

- Guest Relations and VIP Handling
- Complaint Handling and Service Recovery
- Interdepartmental Coordination
- Communication and Professional Etiquette
- Attention to detail and multitasking

Languages

- English
- Hindi
- Marathi

Hobbies

- Playing football
- Playing Volleyball

