

# Background Verification Form

Company name: Four Seasons Hotel Mumbai (A Division of Provenance Leaf Application) Purpose of Application: NORMAL BGV(EMPLOYMENT)

## Applicant's CV

**KRITI SEN**  
Assistant Manager | Front Office & Rooms Division  
Mumbai, India | +91 9830965033 | kritisenihmp@gmail.com



**PROFESSIONAL SUMMARY**  
Front Office professional with luxury (Sofitel Mumbai BKC) and uber-luxury pre-opening (Fairmont Udaipur Palace) exposure. Experienced in Acting MCO, rooms controlling, overbooking management, VIP handling, incident closures, and service recovery in a 300+ key environment. Recognized for commercial outcomes (₹3.05L upsell in Oct'25; ₹2.24L upsell in Nov'25) and guest excellence (VOC Champion - Feb'25; Special Recognition - Dec'24, Jan'25 & Feb'25).

**CORE COMPETENCIES**

- Acting/Shadow Duty Manager; lobby control, escalations, incident reporting, shift closures & handovers
- Rooms controlling; inventory & room status accuracy, rooming lists, upgrades, overbooking strategy, arrivals/departures
- Guest relations & service recovery; complaint handling, root-cause follow-up, compensation coordination
- VIP & Club operations; personalized experiences, lounge operations, destination weddings & group handling
- Revenue & commercial; upselling, rate protection, collaboration with Reservations/Sales/Revenue
- People & stakeholder management; delegation, coaching, cross-functional alignment (HK/ENG/F&B/Security)

**PROFESSIONAL EXPERIENCE**

**SOFTEL MUMBAI BKC (Accor) — Mumbai, India**  
Jul 2024 – Present | 302 keys

- Assistant Manager, Front Office | Jan 2026 – Present
  - Coordinate with Housekeeping, Engineering, Security, and F&B for room readiness along with amenities, VIP movements, emergency response, and special requests during peak arrivals.
  - Manage emails, overbooking and re-accommodation scenarios in consultation with Rooms Control/Revenue;
  - Prepare shift handovers, closure notes, and incident reports.
  - Support Duty Manager in all operations alike and overlook Club operations.
  - Loyalty, points, Member recognition and training within department and liaising with Learning and Development for latest updates on developments within the organization.
- Shadow Duty Manager | Nov 2025 – Jan 2026
  - Support Duty Manager in managing lobby operations, guest escalations, night audit and service recovery decisions; ensure smooth shift flow and brand-standard execution.
  - Drive upsell through upgrade conversations and value-add recommendations; achieved ₹2.24L+ upsell revenue in Nov 2025.
- Team Lead / Rooms Controlling | Aug 2025 – Oct 2025
  - Led rooms controlling desk and supported full operational shifts; allocations, blocking strategy, upgrade mapping, and coordination of arrival/departures across room categories.
  - Maintained accuracy of room status and inventory decisions through continuous liaison with Housekeeping and Engineering; strengthened decision-making during high occupancy.
  - Contributed to commercial performance via structured upgrade offers; delivered ₹1.05L upsell revenue in Oct 2025.
- Club Milledays (Executive Lounge) | Dec 2024 – Mar 2025
  - Delivered personalized VIP and long-stay experiences across lounge check-in/out, dining service coordination, itinerary support, and guest engagement and service recovery with discretion and consistency.
  - Recognized for highest guest feedback and casual main stories.
  - Awards: VOC Champion (Feb 2025) and Special Recognition (Dec 2024 & Feb 2025) for guest excellence.
- Guest Services Coordinator | Oct 2024 – Nov 2024
  - Supported guest request handling, coordination of transport/experiences, and resolution follow-ups within timelines; ensured effective interdepartmental communication for closures. Assisted with guest information accuracy, billing support, and handovers; contributed to complaint closure and feedback responses.

**FAIRMONT UDAIPUR PALACE (Pre-opening Task Force, Accor) — Udaipur, Rajasthan**  
Duty Manager – Task Force | Apr 2025 – May 2025 | 327 keys

- Entrusted with Duty Manager Responsibilities during go-live and stabilization phase; collaborated with senior

**Concierge Trainee | Sep 2024 – Oct 2024**

- Supported concierge desk operations; local recommendations, logistics coordination, and guest request fulfillment while maintaining brand tone and service etiquette.

Govt ID #1

**आयकर विभाग**  
INCOME TAX DEPARTMENT

  
भारत सरकार  
GOVT. OF INDIA

**स्थायी लेखा संख्या कार्ड**  
Permanent Account Number Card

**LOJPS7498G**



नाम / Name  
**KRITI SEN**

पिता का नाम / Father's Name  
**SAMAR NATH SEN**

जन्म की तारीख /  
Date of Birth  
**05/03/2001**

**Kriti Sen**  
हस्ताक्षर / Signature

**05042019**

**इस कार्ड के खोने/पाने पर कृपया सूचित करें/लौटार्एं:**  
आयकर पैन सेवा इकाई, एन एस डी एल  
चौथी मंजिल, मंत्री स्टर्लिंग,  
प्लॉट नं. 341, सर्वे नं. 997/8,  
मॉडल कालोनी, दीप बंगला चौक के पास,  
पुणे - 411 016.

**If this card is lost / someone's lost card is found,  
please inform / return to :**  
Income Tax PAN Services Unit, NSDL  
4th Floor, Mantri Sterling,  
Plot No. 341, Survey No. 997/8,  
Model Colony, Near Deep Bungalow Chowk,  
Pune - 411 016.

Tel: 91-20-2721 8080, Fax: 91-20-2721 8081  
e-mail: tininfo@nsdl.co.in

## Personal Information

Full Name	Kriti Sen
Former Name / Maiden Name	N/A
Mobile Number	9830965033
Father's Name	Samar Nath Sen
Spouse's Name	N/A
Date of Birth	05-03-2001
Age	25 years 0 months
Gender	female
Alternative Mobile Number	9830965033
Aadhar Card Number	460920861371
Aadhar Card Number	N/A
Pan Card Number	LOJPS7498G
Nationality	Indian
Marital Status	Single

## Permanent Address

House no	E-18/3 E.K.T Phase -4 Nirban Cooperative Housing Society
Street	Anandapur
District	N/A
City	Kolkata
State	WB
Pincode	700107

## Current Address

House no	B-32 Panchsheel Bhavan B Wing
Street	Kadeshwari Mandir Marg
District	Mount Mary
City	Mumbai
State	MH
Pincode	400050

## LATEST EMPLOYMENT 1

I am a Fresher and do not have any prior employment experience	
Name of the Employer:	Sofitel Mumbai BKC
Job Location:	Bandra Kurla Complex
Employee ID:	002702
Designation:	Asst Manager - Front Office
UAN Number:	
From Date:	01-07-2024
To Date:	27-03-2026
Name of the Reporting Manager:	
Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	Growth Opportunities
HR Name:	
HR Contact No:	
HR Email ID:	bhagyashree.kamat@sofitel.com
Last Salary Drawn:	48413.00
Position Type:	permanent
Current Status:	relieved_pending_fnf
Agency Name (if third party):	
Agency Details:	
Resignation Acceptance	1
Relieving Letter	1
Latest 3 months pay slip	1
I am a Fresher and do not have any prior employment experience	
Name of the Employer:	Sofitel Mumbai BKC
Job Location:	Bandra Kurla Complex
Employee ID:	002702
Designation:	Asst Manager - Front Office
UAN Number:	
From Date:	01-07-2024
To Date:	27-03-2026
Name of the Reporting Manager:	

## LATEST EMPLOYMENT 1

Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	Growth Opportunities
HR Name:	
HR Contact No:	
HR Email ID:	bhagyashree.kamat@sofitel.com
Last Salary Drawn:	48413.00
Position Type:	permanent
Current Status:	relieved_pending_fnf
Agency Name (if third party):	
Agency Details:	
Resignation Acceptance	1
Relieving Letter	1
Latest 3 months pay slip	1

27-Mar-2026

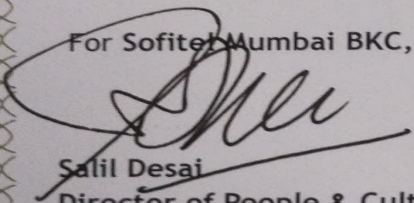
TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Kriti Sen was employed at Sofitel Mumbai BKC from 01-Jul-2024 to 27-Mar-2026 as Assistant Manager - Front Office in Front Office department.

Ms. Sen has rendered services with sincerity and professional attitude by living and sharing passion for the brand.

She has further decided to move on of her own accord and we wish her success in all her future endeavors.

For Sofitel Mumbai BKC,

  
Salil Desai  
Director of People & Culture

Where life lives with a  
French zest



## RESIGNATION LETTER

Date: - 27<sup>TH</sup> February 2026

To,

Mr. Nimesh Pandav

Front Office Manager

Sofitel Mumbai BKC

SUBJECT: RESIGNATION LETTER

This is to inform you that I, Kriti Sen (002702) Assistant Manager- Front Office, wish to resign from my position at Sofitel Mumbai BKC. My last working day will be March 27, 2026.

I am grateful for the opportunities and experiences I have gained during my time with the organization. It has been a pleasure working with the team, and I truly appreciate the support and guidance I have received.

Thank you once again for everything. I wish the company continued success in the future.

Sincerely,

Warm regards,

Kriti Sen

Assistant Manager- Front Office

*Kriti Sen*  
27/2/26

*[Signature]*  
27/2/26

**PAYSLIP FOR FEB 2026**

Employee Code : 002702	Name : KRITI SEN	Grade : LEVEL 4
PF account No. : MH/BANI/127118/12642	Department : FRONT OFFICE	PAN Number : LOJFPXXXXX
Bank Name : HOLD SALARY	Designation : ASSISTANT MANAGER - FRONT OFFICE	Join Date : 01-Jul-2024
Bank A/C No : 0549XXXXXX	Location : MUMBAI	Esic No :
UAN NO : 1021XXXXXXX		

PAID DAYS	30.00	31.00	30.00	31.00	31.00	29.00	31.00	30.00	31.00	31.00	28.00	-	-
ARREAR DAYS	-	-	-	-	-	-	1.00	-	-	-	-	-	-
EARNING AND DEDUCTIONS	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	OCT 2025	NOV 2025	DEC 2025	JAN 2026	FEB 2026	MAR 2026	TOTAL
<b>EARNINGS</b>													
CONSOLIDATED SALARY	14000.00	14000.00	14000.00	14000.00	14000.00	13533.00	14467.00	14000.00	14000.00	14000.00	29000.00	-	169000.00
HOUSE RENT ALLOW	7000.00	7000.00	7000.00	7000.00	7000.00	6767.00	7233.00	7000.00	7000.00	7000.00	14500.00	-	84500.00
CONVEYANCE ALLOWANCE	-	-	-	-	-	-	-	-	-	-	20340.00	-	20340.00
INCENTIVE	3662.00	2832.00	2250.00	8400.00	7050.00	18725.00	12105.00	8309.00	22645.00	10100.00	-	-	96078.00
BONUS	-	-	-	-	-	-	10661.00	-	-	-	-	-	10661.00
FLEXY PAY	11647.00	11647.00	11647.00	11647.00	11647.00	11259.00	12035.00	11647.00	11647.00	11647.00	-11647.00	-	104823.00
SERVICE CHARGE DEBIT	3604.00	3714.00	2871.00	2589.00	2872.00	2885.00	3548.00	3257.00	3659.00	3172.00	3002.00	-	35173.00
<b>GROSS SALARY</b>	<b>39913.00</b>	<b>39193.00</b>	<b>37768.00</b>	<b>43636.00</b>	<b>42569.00</b>	<b>53169.00</b>	<b>60049.00</b>	<b>44213.00</b>	<b>58951.00</b>	<b>45919.00</b>	<b>55195.00</b>	-	<b>520575.00</b>
<b>DEDUCTIONS</b>													
PROFESSION TAX	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	300.00	-	2300.00
STATUTORY P F	1680.00	1680.00	1680.00	1680.00	1680.00	1624.00	1736.00	1680.00	1680.00	1680.00	3480.00	-	20280.00
LABOUR WELFARE FUND	-	-	25.00	-	-	-	-	-	25.00	-	-	-	50.00
OTHER DEDUCTION	-	-	-	-	-	-	10661.00	-	-	-	-	-	10661.00
SERVICE CHARGE CREDIT	3604.00	3714.00	2871.00	2589.00	2872.00	2885.00	3548.00	3257.00	3659.00	3172.00	3002.00	-	35173.00
<b>GROSS DEDUCTION</b>	<b>5484.00</b>	<b>5594.00</b>	<b>4776.00</b>	<b>4469.00</b>	<b>4752.00</b>	<b>4709.00</b>	<b>16145.00</b>	<b>5137.00</b>	<b>5564.00</b>	<b>5052.00</b>	<b>6782.00</b>	-	<b>68464.00</b>
<b>NET SALARY</b>	<b>34429.00</b>	<b>33599.00</b>	<b>32992.00</b>	<b>39167.00</b>	<b>37817.00</b>	<b>48460.00</b>	<b>43904.00</b>	<b>39076.00</b>	<b>53387.00</b>	<b>40867.00</b>	<b>48413.00</b>	-	<b>452111.00</b>

Salary For FEB 2026 : Forty-Eight Thousand Four Hundred Thirteen Only

**Arrear Details**

ALLOWANCE CODE	ALLOWANCE DESC	AMOUNT
BAS	CONSOLIDATED SALARY	7500
HRA	HOUSE RENT ALLOW	3750
SPF	STATUTORY P F	900
CNN	CONVEYANCE ALLOWANCE	10170
FLXP	FLEXY PAY	-11647
<b>TOTAL</b>		<b>10673</b>

**CTC Details**

ALLOWANCE CODE	ALLOWANCE DESC	FROM DATE	TO DATE	MONTHLY AMOUNT	CTC AMOUNT
BAS	CONSOLIDATED SALARY	01-JAN-2026		21500	258000
HRA	HOUSE RENT ALLOW	01-JAN-2026		10750	129000
SPE	EMPLOYER CONTRI TO PF	01-JAN-2026		2580	30960
CNN	CONVEYANCE ALLOWANCE	01-JAN-2026		10170	122040
GRT	GRATUITY	01-JAN-2026		1034	12408

**Tax Computation Summary**

Total Income From Salary	562995	GROSS TOTAL INCOME	487995
Deductions		Total Taxable Income	487995
(a)Standard Deduction	75000	Tax on Total Income	4400
(b)Employment Tax		Less: Rebate u/s 87A	4400

**Detail of Investment**

Description	Amount
-------------	--------

**Powered by**



Note : This is a computer generated statement and does not need any signature.

## EX EMPLOYMENT 2

If you do not remember, please write 'NA'.	NIL
I haven't done my EX-EMPLOYMENT-2	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	
Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	
If you do not remember, please write 'NA'.	NIL
I haven't done my EX-EMPLOYMENT-2	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	

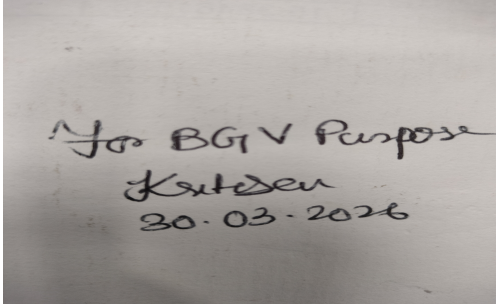
## EX EMPLOYMENT 2

Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	

## Declaration & Authorization

I hereby authorize GoldQuest Global HR Services Pvt Ltd and its representative to verify information provided in my application for employment and this employee background verification form, and to conduct enquiries as may be necessary, at the company's discretion. I authorize all persons who may have information relevant to this enquiry to disclose it to GoldQuest Global HR Services Pvt Ltd or its representative. I release all persons from liability on account of such disclosure.

I confirm that the above information is correct to the best of my knowledge. I agree that in the event of my obtaining employment, my probationary appointment, confirmation as well as continued employment in the services of the company are subject to clearance of medical test and background verification check done by the company.

Kriti Sen	 A photograph of a piece of paper with handwritten text in black ink. The text reads: "For BGV Purpose", "Kriti Sen", and "30-03-2026".	30-03-2026
<b>Full name of the candidate</b>	<b>Signature</b>	<b>Date of form filled</b>

## Documents (Mandatory)

Education	Employment	Government ID / Address Proof
Photocopy of degree certificate and final mark sheet of all examinations.	Photocopy of relieving / experience letter for each employer mentioned in the form.	Aadhaar Card / Bank Passbook / Passport Copy / Driving License / Voter ID.

NOTE: If you experience any issues or difficulties with submitting the form, please take screenshots of all pages, including attachments and error messages, and email them to [onboarding@goldquestglobal.in](mailto:onboarding@goldquestglobal.in). Additionally, you can reach out to us at [onboarding@goldquestglobal.in](mailto:onboarding@goldquestglobal.in).