

HRITHIK PARDESHI

HEAD BUTLER



CONTACT

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CORE SKILLS AND COMPETENCIES

- Butler Operations & Guest Experience Management
- Luxury Brand Standards & Service Excellence
- Team Leadership, Training & Mentoring
- Public Relations & Guest Engagement
- Effective Communication & Time Management
- Critical Thinking & Problem Solving
- Individual & Team Collaboration
- Discipline, Professionalism & Work Ethic

ADDITIONAL ACHIEVEMENTS

- Certified in St. Regis Butler Mastery
- Certified Departmental Trainer
- St. Regis School of Astor Trainer.



PROFILE

Customer-focused luxury hospitality professional with progressive experience at The St. Regis Mumbai, currently serving as Head Butler. Proven expertise in guest experience strategy, brand-standard service delivery, and team leadership. Passionate about creating memorable guest journeys through effective communication, operational excellence, and personalized service.



WORK EXPERIENCE

The St. Regis Mumbai APRIL 2025- PRESENT
Head Butler

- Develop and execute comprehensive guest experience strategies aligned with brand and organizational objectives.
- Lead, mentor, and manage a high-performing Butler team, fostering a collaborative and service-driven culture.
- Ensure brand consistency and service excellence across all guest touchpoints in line with St. Regis standards.
- Monitor service delivery, guest feedback, and operational efficiency to enhance overall guest satisfaction.

Assistant Butler Manager March, 2024 - April, 2025

- Supported Butler operations and supervised daily service delivery for VIP and suite guests.
- Assisted in training, scheduling, and performance monitoring of Butler team members.

Butler Executive March, 2023 - March, 2024

- Delivered personalized luxury services to in-house guests, ensuring seamless stay experiences.
- Coordinated with Front Office, Housekeeping, and F&B for guest preferences and service recovery.

Butler Associate September, 2021 - February, 2023

- Provided end-to-end Butler services including guest handling, luggage assistance, and in-room coordination.
- Maintained high service standards and professionalism in all guest interactions.

Trident Nariman Point Internship November 2019 - April 2020

- Successfully Completed 5 Month Industrial Training in Core Areas like Housekeeping, Kitchen and Food & Beverage.

Trident Bandra Kurla Trident Booster Course August 2019 - October 2019

- Successfully completed Trident Booster Course Season 1 & 2 getting knowledge of Concierge & PMS system-OPERA

LANGUAGES

- English
- Hindi
- Marathi

HOBBIES

- Riding Bikes
- Listening Music
- Playing Cricket
- Cooking



EDUCATION

Degree in Hospitality Catering and Management Technology (BSC.HS) 2018-2021

Rizvi College of Hotel Management | Mumbai University

H.S.C in Commerce 2018
Kapol College

S.S.C 2016
St. Aloysius High School