

Tenzin Norbu

Guest Service Associate

Gangtok, Sikkim · [Phone] · [Email] · [Website or LinkedIn]

PROFESSIONAL SUMMARY

Hotel management graduate with industrial training across front office, food and beverage service and housekeeping at a five-star resort. Comfortable with check-ins on a property management system, table service and guest requests, and speaks English, Hindi, Nepali and Tibetan. Looking for a guest service or front office associate role in a resort or business hotel.

SKILLS

Front office check-in and check-out · Property management system basics · Food and beverage service · Guest request handling · Room inspection basics · Upselling room upgrades · Cash and card settlement · Grooming and etiquette

EXPERIENCE

Industrial Trainee — Five-star resort in the eastern Himalayas, Darjeeling

22-week industrial training

- Rotated through front office, restaurant service, housekeeping and kitchen, completing each department's training checklist.
- Handled check-ins for tour groups at the front desk, assigning rooms and explaining resort facilities.
- Served breakfast and dinner buffets for up to 180 covers and took à la carte orders during peak season.
- Received a guest comment card mention for arranging a surprise birthday set-up in a family suite.

Part-time Café Server — Independent café on the main market road, Gangtok

6 months · weekends

- Took orders, served tables and handled billing on a point-of-sale system during weekend rushes.
- Helped the owner plan a tourist-friendly menu card in English and Hindi.

EDUCATION

B.Sc. in Hospitality and Hotel Administration — Institute of hotel management, Gangtok

Industrial training at a five-star resort

Higher Secondary (Humanities) — CBSE senior secondary school, Gangtok

CERTIFICATIONS AND REGISTRATIONS

- FoSTaC Basic Food Safety, FSSAI
- Barista Basics, short course

PROJECTS

- Local experiences guide — wrote a one-page guest guide to monasteries and viewpoints used at the training hotel's desk

LANGUAGES

English · Hindi · Nepali · Tibetan