

KIRTI POOJARY

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Master of first impressions, I turn check-ins into warm welcomes and check-outs into lasting memories. A quick thinker, problem-solver, and team leader, I thrive in fast-paced hospitality. With a smile and strategy, I make every guest experience seamless and unforgettable.



Experience

Guest Service Agent | Taj Dubai | Feb 2025 – Current

Welcoming guests with the warmth of Indian hospitality, I create unforgettable first impressions at Taj Dubai—where legacy meets luxury. Seamlessly managing front desk operations, reservations, and guest relations, I ensure a flawless experience that reflects the world's strongest brand. From personalizing stays to resolving inquiries with grace, I blend tradition with modern excellence, making every guest feel at home in the heart of opulence.

Guest Service Agent | DoubleTree by Hilton Dubai | 11/2023 – 01/2025

With a signature warm cookie in hand, I welcome guests into the world of Hilton hospitality—where comfort meets excellence. Managing seamless check-ins, handling guest requests with care, and ensuring a stress-free stay, I turn every arrival into a memorable experience. From first greetings to fond farewells, I create moments that guests cherish, one warm smile (and cookie) at a time!

Restaurant Hostess | Hilton Ras Al Khaimah | 01/2022 – 10/2023

Welcoming guests into a world of fine dining, I curated exceptional experiences across Italian, French, and Asian cuisines. From elegantly setting the stage for romantic dinners to ensuring seamless service in high-end dining, I blended warmth with precision. Guiding guests through exquisite menus, personalizing recommendations, and managing VIP requests, I turned every meal into a celebration of flavors and hospitality.

Waitress | Hilton Ras Al Khaimah | 01/2021 – 01/2022

Worked in both fine dining and all-day dining, serving up to 1000 guests with precision and warmth. Expertly guided diners through diverse menus, ensuring exceptional service and seamless experiences.

Education

Diploma in Aviation | Mumbai, Maharashtra | 01/2021

Trained in hospitality, customer service, and operational excellence, mastering the art of delivering seamless guest experiences with a professional touch.

Recognitions & Achievements

🌟 Awarded **Starbonds** for outstanding guest feedback on TripAdvisor.

🏆 Recognized as **Highest Up-Seller** (Jan – Apr).

🏆 **Top Enroller** in the Hilton Honors program, enhancing guest loyalty

Skills

Communication/ Organization/ Problem Solving/ Teamwork/ Time Management/ Guest Service/ Critical Thinking/ Upselling/ Hospitality/ Multitasking/ Attention to Detail/ Conflict Resolution/ Adaptability/ Multilingual Communication

Software Knowledge

ONQ/ Opera PMS/ Opera Cloud/ Microsoft Office Suite

LinkedIn Profile

<https://www.linkedin.com/in/kirtipoojary-a0bb48199>

Reference

Khateeb, Duty Manager

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