

Simran M

Guest Relations & Sales Manager | Certified Yoga Instructor

📍 Bhopal, Madhya Pradesh | Willing to Relocate | #ReadyToWork

6362156462

Professional Summary

Dynamic Guest Relations & Sales professional with proven expertise in luxury wellness and hospitality sectors. Skilled in driving revenue growth, achieving high sales targets, and delivering outstanding guest experiences. Strong interpersonal communicator with additional certification as a Yoga Instructor, enhancing holistic guest engagement and wellness integration.

Work Experience

Guest Relations & Sales Manager | YogShivom

Bhopal | Oct 2022 – Present

Spearheading guest relations and sales operations in a premium wellness and yoga setup.

Designed personalized client experiences, blending hospitality with wellness offerings.

Enhanced guest satisfaction by integrating holistic health practices into service.

Guest Relations & Sales Manager | BUA Group, India

Apr 2020 – Oct 2022

Successfully managed guest relations and sales in a luxury hospitality environment.

Achieved record sales of ₹14 Lakhs in Sept 2020, surpassing organizational targets.

Developed sales strategies that boosted client retention and revenue growth.

Built long-term customer relationships, ensuring repeat business and referrals.

Guest Relationship Executive & Yoga Instructor | InterContinental

Five star Hotels Group

Chennai | Jul 2019 – Mar 2020

Managed VIP guest relations, ensuring a seamless, personalized, and welcoming experience.

Conducted wellness sessions (yoga, meditation, pranayama) as an added guest engagement initiative.

Assisted sales teams in upselling premium hospitality and wellness services.

Consistently maintained high guest satisfaction ratings and loyalty.

Education

Bachelor of Science (B.Sc.)

Ranch University, Hoshangabad, Madhya Pradesh

Certifications

International Teacher Training Course (TTC) – Certified, Jan 2019

Diploma in Yoga & Meditation, Yoga Siromani – Ongoing

Key Skills

Guest Relations & Customer Experience

Sales Strategy & Business Development

Hospitality Management

Client Retention & Upselling

Yoga & Wellness Program Design

Team Leadership & Cross-Cultural Communication

Languages

Hindi | English | Punjabi | Tamil – Fluent

