## *Curriculum Vitae*

## *RAKESH*

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### Career Objective

To secure a challenging and a responsible position, where I can apply my skills and experience and play an important part in the overall development o f the organization. To be an integral part of a dynamic communicative team that strives to deliver reliable, high quality and innovative work.

**Professional Experience**

1. **Presently working with Palm Green Hotel & Resorts ( A Unit of MahalaxmiCastles & Villas Pvt. Ltd.) Delhi, as a Front Office Manager since November 2013 to till date.**

**Front Office Manager**

**Job Profile**

* Oversees room reservation, front office system, supplies inventory, scheduling, forecasting and department budget to maximize revenue.
* Hotel website updation for hotel room rate/reservation controls.
* Chair monthly reception meeting to review performance & discuss existing problems for improvement.
* Compiles and prepares financial reports, including rate and availability calendar.
* Participate in the selection, training, supervision, scheduling, development, discipline and counseling of associates at the Front Desk of the Hotel.
* Monitoring cost incurred vis-à-vis budget in running day to day operations in order to achieve higher profitability.
* Responsible for maintaining and raising brand standards.
* Maintaining front office operations with all other departments to maintain a strong relation for smooth operations.
* Look after different type of guest complaints and issues during their stay and solve the problems to increase the guest satisfaction level.
* Daily checks on room‘s availability status for next 60 days.
* Reviews room blocks and special requests.
* Reviews and respond to the incoming correspondence.
* 4. Greets as many guests as time permits at the Front Desk and supervises workloads during shifts
* Handles guest complaints.
* Monitors Guest History
* Assists in promoting sales for the property as well as other units of the hotels.
* 8. Reviews all Front Office log books daily and pursues with appropriate action if necessary.

1. **Nine month of experience with Park Plaza, Harinagar, New Delhi, from January 2013 to November 2013 as a Reservation Manager and Duty Manager.**

**Job Profile**

* Monitor all front office operation during my shift, like check in and check out of the guest, walk in guest reservation, telephonic reservation, handling guest complaints, monitor front office billing and cashiering, room allocation, VIP movements. Etc.
* Looks after all room reservation, check and update room rates on various Online booking portel, e.g, booking.com, exedia.com, HRS, agoda.com etc.
* Update Travel agents rates, corporate rates.
* Update BAR for the day as per occupancy forecast.
* Supervise and train all Front Desk Staff following with Brand standards to ensure that the best guest experience is provided.

1. **One and half years of experience with Hotel Premier Inn Shalimar Bagh, New Delhi from July’ 2011 to January 2013**

**Reception Team Leader**

It is a UK’s biggest budget hotel chain having 143 rooms, Links restaurant, Bar 87 and Costa Coffee, with 650 hotels and 50000 plus rooms across the world.

### Job Profile

* Responsible Oversees room reservations, front office systems, supplies inventory, scheduling, forecasting and department budget to maximizing revenue.
* Responsible for night auditing-
* To check all registration card of the guest with their IDs and billing details.
* To check all the room rates and discount.
* To check complimentary and house use rooms and their reasons.
* To check all check out bills with their supporting bills of restaurant, laundry, transport and misc. etc.
* To check credit card, BTC, and cash settlement, and cash dropping from all department.
* Preparing various reports for managers and corporate office and also responsible for email various reports to our all executives like Business on Book, DEP( Daily Executive packs).
* Chair monthly Reception meeting to review performance & discuss existing problems for improvement.
* Review front office logbook daily to monitor all activities.
* Handle guest complaints and review compliments.
* Review all VIP room blocking.
* Supervise and train all Front Desk Staff following with Brand standards to ensure that the best guest experience is provided.
* Ensure effective inter & intra department communication in order to run department functions effectively & achieve accuracy in all functions & all levels.
* Ensue that budget and cost effectiveness at the Front Desk are achieved.

Work with Housekeeping and Engineering on daily operations regards to guestroom status.

* Duty Roaster Preparation.
* Responsible for night auditing and preparing different reports on daily basis.
* Making DEP(Daily executive packs), and making BOB (Business on Books) on daily basis.

1. One and half years experience with **Lemon tree hotel (A unit of Krizm hotels Pvt. Ltd.), UdyogVihar, Phase 5, Gurgaon**. From April 2009 to July 2011 as a **Guest Service Associate**.
2. Twoyears Experience with **Hotel City Park, Pitampura**, New Delhi, as a F.O.A. From March 2007 to March 2009.
3. Industrial Training from **Hotel Ramee Guest Line, Dadar, Mumbai** in Front Office And House Keeping Department
4. V.T. in **HOTEL ARIF CASTLE’S NAINITAL** in front office &house keeping department

**Professional Qualification**

### Passed three years degree course in Hotel management from I.I.B.M. (*Indian Institute Of BusinessManagemen*t, Patna ) affiliated by ALLAHABAD AGRICULTURE DEEMED University, Allahabad.

### Academics

### Passed 10+2 (Science), in year 2003 from B.I.E.C. Board Patna.

### Matriculation in the year 2000 from B.S.E.B. Patna

### Extra Curricular Activity

During my college period , I was participated in seminar held in **Pilan Group ofInternational Studies Kolkata.**

I hereby declare that the above statement is true in best of my knowledge & Belief.

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