

**RONAK**

[**RONAK.371499@2freemail.com**](mailto:RONAK.371499@2freemail.com)



**EXECUTIVE CREDENTIALS**

*~ Inter departmental Control ~ Complaint Handling ~ Guest History Management*

*~ Time Management ~ Liaison / Coordination ~ Strategic Planning*

*~ Documentation / Reports ~ Team Management ~ Team Motivation*

* A result oriented professional with over 04 years of experience in efficient Hotel operations.
* Proven ability in maximizing guest satisfaction, improving operations, enhancing business growth, internal controls & productivity improvements.



**EMPLOYMENT SCAN**

**Worked as a Duty Manager with Hilton Mumbai International Airport from January’14 till June’17**



Notable Highlights

* Responsible for smooth functioning of the Front Desk.
* In charge for handling SALT (Satisfaction & Loyalty tracking) creating new case and closing the existing cases.
* Responsible for the final compilation of KPI’s (Key Process Initiatives), Comparative study and Areas of improvement.
* Worked on SOP for the department to minimize errors and running of operations smoothly.
* Maintaining a daily check on Room revenues, Average Room Rate and Room per Day against the set budget and ensuring that the down line staffs is aware about the targets.
* Maintaining the profile errors to the minimum by checking all registration cards on a daily basis and C forms of all foreign guests.
* Handling the Guest Issues and Queries and make their stay comfortable.
* Maintaining the existing processes and procedures within the department and implementing new systems for smooth operations.
* Motivating and guiding team to achieve monthly targets for revenue maximization and HHonors.
* Working on the department budget.

**Management Trainee with Hilton Mumbai International Airport from July’12 till Dec’13**

* Cross training in all core departments of the hotel.
* Projects and reports to be made after completion of training in each department.
* Completing online courses which were part of the training program.
* Need to present a PowerPoint presentation to the regional Training manager
* Got trained how to facilitate the audiences..
* Got basic knowledge about the Budgeting, costing, Revenue.

**Commenced career as a Front Office Associate with Hilton Mumbai International Airport, since April 2011 till July 2012**

**Industrial trainee with Grand Sarovar Premiere, since June 2008 till Nov 2008**



**SCHOLASTICS**

**Bachelor in Hotel Management and Catering Technology, Atharva College, India**

Self Enhancement Programs:

##### A certified TTT (Train The Trainer)

##### Three times Distinction in Marathi Public Exam conducted by Govt of Maharashtra.

##### Assigned as Hilton HHonors Champion for the hotel.

***IT Skills: Proficient in MS Office / Software’s like ONQ***



**ACHIEVEMENTS**

* Participant in Cocktail competition held by Cocktail & dreams in Year 2009 inter college cocktail competition.
* Led the Front Office department in Inter department Cricket Match and won the tournament.
* Out of 50 candidates got selected for Hilton Internal Management Trainee program.
* Got opportunity to attend the certified Train the trainer workshop.
* Got nominated for the team member of the month for South East Asia for the month of May 2016
* Awarded as Manager of the quarter for Q1 of 2017.



**PERSONAL DOSSIER**

Date of Birth : 06th Sept 1989

Marital Status : Single

Valid Till : 15th September, 2019

Nationality : Indian

Languages Known : English, Hindi & Gujarati,Marathi

Reference : Internal Source