Rakshit

MSc (International marketing,UK), MBA (General,UK)

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**Personal Profile:**

An enthusiastic and dedicated person with a high aptitude for knowledge. Proactive by nature & a fast learner. Excellent leadership skills, problem solving skills and the ability to overcome new challenges. High on confidence level, good interpersonal skills & communication skills. Extremely result oriented and task oriented.

**Objective:**

To become a successful professional and to work in an innovative and competitive world

## Experience

### May 2016 to October 2017 – Assistant General Manager (Ibis styles London Leyton Hotel, United Kingdom).

* Responsible for the sales and revenue management strategy and implementation of the hotel survey, review and analyze competition, market trends, customer needs and comments to be proactive and adapt with business intelligence.
* Assist in the production of unit’s budget
* Manage the operations of the hotel to maximize profitability and to ensure superior guest service and product quality.
* Responsible for setting hotel room prices and undertaking price comparison with competitors
* Develop, recommend, implement and manage the hotel’s annual and long term operations, sales and marketing, capital, revenue, expense and profit goals to meet/exceed owner and corporate management expectations.
* Supervision and support of the Front Office team and assisting other departments as required.
* Writing rosters and controlling costs.
* Management of the Hotel in the absence of General Manager.
* Managing guest complaints and staff performance.
* Recruitment, training and development of staff.
* Ensuring all hotel procedures are followed by staff.
* Leading by example, ensuring all expectations are exceeded.
* Coordinate capital improvement projects to maintain/upgrade quality standards and property image.
* Be an inspiration to all hotel staff to achieve luxury levels of performance.
* Interacts in a positive way with all team members to ensure a luxury guest experience.
* Ensure compliance with local health and safety regulations.
* Ensure compliance of Accor standard maintained in Ibis Styles London Leyton hotel.

### November 2013 to April 2016 - Sales/ Revenue Manager – (Ibis styles London Croydon Hotel, United Kingdom).

* Responsible for the sales and revenue management strategy and implementation of the hotel survey, review and analyse competition, market trends, customer needs and comments to be proactive and adapt with business intelligence.
* Prepares procedure documentation required to complete and close the sales process.
* Manage the operations of the hotel to maximise profitability and to ensure superior guest service and product quality.
* Liaise with other members of the sales team to actively promote sales opportunities and exchange information.
* Contribute information and concepts to the strategic planning process.
* Monitor customer satisfaction, implementing procedures and activities to compile client feedback.
* Produce weekly sales forecast to head office.
* Produce revenue reports and activity reports as required by Head office.
* Allocating rooms and updating pricing to the agency with the help of Siteminder (Channel Manager).
* Working with OTA’s like booking.com, hotels.com, Laterooms etc.

### June 2012 to October 2013 – Receptionist/Night Auditor (Ibis Styles London Croydon Hotel, United Kingdom)

* Knowledge of operating FOLS, DATAWEB, RESAWEB, OGONE, FASTCOM.
* Handling the overall operation during Night and handling the front desk
* Maintaining sales report at night and handling cash and accounts of the organisation.
* Handling and controlling Daily cash and credit card transaction in the hotel and creating daily sales report.
* Monitoring and guiding house-keeping staff activities to maintain and raise hotel standards
* Monitoring and reconciliation of reservation issues and commission (daily, weekly and monthly)
* Handling and Monitoring of Pre-authorisation process of customer accounts for hotel reservations
* Customer dealing and customer satisfaction

### June 2010 to May 2012 – Reservations / Front Office, Hotel Olympia,London, United Kingdom

* Handling and monitoring the Hotel Reservation System and coordinating with travel agencies.
* Maintaining and monitoring of accounts and cash-book.
* Monitoring and reconciliation of reservation issues and commission (daily, weekly and monthly).
* To develop business promotion strategies in coordination with the marketing management.
* Preparation of sales report (daily weekly and monthly)
* Handling and Monitoring of Pre-authorisation process of customer accounts for hotel reservations.
* Monitoring and guiding house-keeping staff activities to maintain and raise hotel standards.
* Handling and controlling Daily cash and credit card transaction in the hotel and creating daily sales report.
* Allocating rooms and updating pricing to the agency with the help of Siteminder (Channel Manager).

**November 2010 – April 2013 - SKY HIGH PLC (Supervisor)–Part Time–Marketing research on the behalf of Transport of London.**

* Working as supervisor surveyor on the behalf of Transport for London to give report on types of tickets passengers are using in the London buses.

**February 2009 to January 2010 – Back Office – Outsourcing - MINISTRY OF EXTERNAL AFFAIRS, GOVERNMENT OF INDIA, NEW DELHI.**

* Receiving packages and official letters from various government departments and sending them to Indian high commission and embassy all over the world.
* Making entry of packages and official letters on database / manually.

**Internship - ICICI PRUDENTIAL – New Delhi, INDIA.**

* Gaining Knowledge about Insurance sector.
* Recruiting process for insurance advisor.
* Recruitment officer (Trainee) for recruiting people in an organisation.

**January 2007 to January 2009 – Private Tutor – New Delhi, INDIA**

* Started teaching students in private institution up to class 12th along with the graduation.

**Education:**

* **MSc (International Marketing) FROM BPP UNIVERSITY LONDON, United Kingdom.**
* **MBA (General) FROM LONDON SCHOOL OF COMMERCE UNDER UNIVERSITY OF WALES INSTITUTE, CARDIFF United Kingdom.**
* **BACHELOR OF BUSINESS ADMINISTRATION (BBA) DEGREE WITH FIRST DIVISION FROM GURU GOBIND SINGH INDRAPASTHA UNIVERSITY DELHI, INDIA UNDER BLS INSTITUTE OF MANAGEMENT MOHAN NAGAR, GHAZIABAD IN BATCH 2006 – 2009.**

**Projects:**

* **PROJECT/RESEARCH ON IMPORTANCE OF CORPORATE SOCIAL RESPONSIBILITY IN AN AUTOMOBILE INDUSTRY in MSc.**
* **PROJECT/RESEARCH ON CORPORATE SOCIAL RESPONSIBILITY OF FTSE COMPANIES UNDER A TOPIC “COMPANIES HAVING HIGHER RANKING UNDER CSR ARE ALSO HAVING HIGHER TURNOVER”? IN MBA.**

**Key Skills:**

* **Proficient in Online and Internet operation.**
* **Excellent communication and interpersonal skills.**
* **Good orator and communicator.**
* **Able to work under pressure, independently and in team.**
* **Excellent sales and administration skills.**
* **Able to maintain good relationships with customers.**
* **First aid and fire marshal training.**

**Extra curriculum activities:**

* **FOLS**
* **TARS**
* **MS EXCEL**
* **MS WORD**
* **MS POWERPOINT**
* **VISUAL BASIC 6.0**

**Interest:**

* **LISTENING MUSIC**
* **CRICKET**
* **SWIMMING**
* **STRATEGICAL GAMES**

**Driving Skills:**

* **Also have United Kingdom Driving License along with 2 years and 5 months Car driving experience in United Kingdom and 10 years Driving experience in India.**

**(RAKSHIT)**