**VIKASH**

E-mail: vikash.380676@2freemail.com |

**EXCUTIVE SUMMARY**

An enthusiast and highly career oriented, I am committed to develop career in a customer service/hospitality industry.

Key strengths include excellent communication, correspondence and inter-personal skills, proven ability to work with a team, and strong desire to build and maintain customer relationships.

**PROFESSIONAL EXPERIENCE**

**03/18 to Present** **Assistant Sales Manager**

**Saffron Boutique Hotel, Dubai (UAE)**

* To be fully aware of the hotel’s major corporate clients and high-profile individual guests, current VIP guests, hotel promotions and room rates.
* To maintain and exceed the hotel’s revenue goals within the allocated market segments.
* To aggressively sell the hotel through telemarketing and face-to-face sales calls to tap into new accounts and new contacts.
* To maintain confidentiality of the information directly related to the hotel’s activities and to not divulge such information outside the hotel
* Keeps a record on former, existing, potential clients and a profile of each of them.
* Organizes regular visits in accordance to a predetermined plan.
* Implementing promotions to attract new business travel accounts and stimulate repeat business.

**06/2016 to 02/2018** **CLUSTER SALES**

**DUNES HOTEL APARTMENTS, Dubai (UAE)**

* Visiting new clients for creating leads and existing clients to secure business.
* Assisting clients for booking inquiries and while hotel facility tour.
* Actively promoting sales of hotels bedrooms and facilities.
* Securing business deals for long term (monthly/yearly) stays at hotel.
* Negotiating & preparing custom tailored packages/offers for corporate and long-term stays.
* Building and developing strong relationship with both new and old customer.
* Manage and maintain relationship with key clients in order to produce group and/or business travel.
* Handling corporate segment for all three properties.
* Research the market area wise and target them to maximize the hotel revenue.
* Solicit new and existing accounts through methods of cold calling, direct sales calls, and sales blitzes.
* Attending Sales and Marketing campaigns.

**12/2012 to 04/2016** **FRONT OFFICE DUTY MANAGER**

**CITYMAX HOTELS, GROUP OF LANDMARK, Dubai (UAE)**

* Handling shifts as Supervisor & assigning jobs to fellow associates.
* Preparation of the duty chart & month end reports for the department.
* Making prior arrangements towards the Group arrivals & VIP guest Movements.
* Handling of Groups from check-in time to final settlement upon Check out.
* Setting of targets towards enrollments of rewards program and up selling.
* Handling the Night Audit during night shift.
* Liasioning with all departments i.e. Housekeeping for Rooms, Account for billing queries etc.
* Coming out with new ideas for Improvement of daily Revenue.
* Handling guest complaints & Sorting out associate issues.
* Train front desk staff to successfully perform guest service procedures in accordance with company-standards,(e.g. Greeting, Scripts, Pre-assignment rooms, etc.)
* Handling transportation department and take the necessary action if required.
* Forecasting Revenue Daily, weekly and monthly wise as per market segment.
* Cross checking the check list of associate.
* Handling guest complain professionally to win the situation.

**03/2012 to 11/2012** **FRONT DESK INCHARGE**

**AL MURAQABAT & NAKHEEL HOTEL APARTMENTS**, **Dubai (UAE)**

* Attending Morning meeting held by GM and sharing the points as discussed Handling Reservation Department Making DTCM planning Reports on monthly basis.
* Smooth running of the department as per the standard operating procedures.
* Operating Booking engines as per the market strategies and Competitors.
* Coordination with sales.
* Tele Calls on the promotion marketing.
* Prepared sales data base for the hotel apartments Meeting, greeting and escorting VIP guest.
* Property show around Meeting all the guest in club lounge.
* Weekly forecasting: occupancy, departures, arrivals and hotel status.
* Assisting guest in special or emergency needs.
* Monthly Training plans for the team.
* Weekly forecasting Follow up on high balances.
* Check room personally on daily basis, at least 3 in a day.
* Control on outside visitors.
* Working on the feedback from the guest through comment card.
* Cleanliness of the lobby and the front desk area.
* Helping the front office team in busy schedule.

**12/2010 to 03/2012** **FRONT OFFICE SUPERVISORS**

**GRANDEUR HOTEL**

* Roster preparation, Complaint handling of guest, Smooth running of the department as per the standard operating procedures.
* Operating Booking engines as per the market strategies and Competitors.
* Working on the standards as per the DTCM, Civil defense and Municipality.
* Coordination with sales and reservations.
* Tele Calls on the promotion marketing.
* Prepared sales data base for the hotel apartments Meeting, greeting and escorting VIP guest.
* Property show around.
* Meeting the entire guest in club lounge.
* Weekly forecasting: occupancy, departures, arrivals and hotel status.
* Assisting guest in special or emergency needs.
* Room blocking on daily basis.
* Follow up on high balances.
* Check room personally on daily basis, at least 3 in a day.
* Control on outside visitors.

**02/2010 to 11/2010 FRONT OFFICE SUPERVISORS**

**AVARI HOTEL & APARTMENTS**

 Roster preparation.

 Complaint handling of guest.

 Smooth running of the department as per the standard operating procedures.

 Operating Booking engines as per the market strategies and Competitors.

 Working on the standards as per the DTCM, Civil defense and Municipality.

**01/2008 to 01/2010** **PROMOTED AS A RESTAURANT MANAGER**

**E.T.A Food Division**

 Working as a RESTAURANT MANAGER reporting to the Operation Manager.

 Preparing schedules of staff for store operation and training.

 Preparing year to date reports like Profit and Loss, variance and flash reports.

 Worked toward operating store by equally saving cost of goods sold.

 Interacting with customers of diverse cultural and national back grounds to know their growing expectations.

 Correspondence with customers on various occasions, events and product

launches.

**12/2006 to 02/2008**

**CUSTOMER SERVICE ASSOCIATE**

**E.T.A Food Division**

 Working as a CUSTOMER SERVICE ASSOCIATE reporting to shift in charge.

 Taking food and beverage order.

**10/2004 to 12/2006**

**Employed As F.O.A**

**Radisson Hotel Varanasi**

 Working as a FRONT OFFICE ASSISTANT Reporting to F.O Supervisor.

 Airport Assistant.

 Doing check in and Check out.

 Handling cashiering

 Guest’s complaint handling.

 Preparing arrival list and coordination with Reservation.

**08/2004 to 09/2004**

**Worked As Trainee**

**ITC Hotel Sonar Bangla, Kolkata**

* Working as a Trainee Reporting to Senior.
* Taking F&B order from customer.
* Table set up and food pick up from kitchen.

**EDUCATION**

**Hotel Management from N.S.H.M Academy** –West Bengal, India. - **2006 Diploma:** Computer Application

**+2 High School 2D** –B. S. City, Jharkhand, India.

**+2 High School 2D** –B. S. City, Jharkhand, India.

**PMS KNOWLEDGE**

* Fidelio
* Opera
* WinHms
* Fiesta

**TRAINING ATTENDED**

* Superior Customer Service.
* People Management and Team Building Skills.
* Go Beyond.
* Time Management.

**ACHIEVEMENT**

* Certified By Landmark Group Train The Trainer.
* Employ of the month twice.
* Great up selling award.
* Mystery Audit Recognition.

**PERSONAL INFORMATION**

* **Date of Birth**: 30.05.1981
* **Nationality:** INDIAN
* **Visa Status:** Employment

|  |  |
| --- | --- |
| **LANGUAGES** | English, Hindi, Arabic (BASIC) |
| **SKILLS** | Customer Service, Enthusiasm, organized, teamwork, Leadership, |
|  | Revenue generator |
|  |  |
|  |  |