**CAREER OBJECTIVE**

Work for an organization for its development and enhance my own skills and knowledge. To secure a challenging position where I can effectively contribute my skills as a hospitality professional, possessing competent technical skills.

**SOFTWARE SKILLS**

-MS Office

-Reservations Tools - Opera,IDS,

MARSHA, Resa-web, etc.

-Invoicing Tools - Sapaad

**PERSONAL SKILLS**

-Leadership

-Team player

-Well organised

-Adaptability

-High energy

**Raunak**



Team Leader

**CAREER HISTORY**

**Team Leader**

In City Walk, Dubai (April 2018 – Present)

Provide excellent customer service to everyone who visits the restaurant. Assist diners with ordering by answering menu questions or making recommendations upon request.

Take accurate food and drink orders using a POS system and communicate order details to the kitchen staff as needed.

Inform guests about restaurant customer loyalty program, or any other specials

and promotions.

Up-sell any additional products when appropriate.

Serve food and drink orders to guests.

Stay up to date on any menu changes and daily specials.

Check in with diner’s to make sure they are enjoying their meals and correct any problems.

Clear away dirty plates, glassware, flatware and linens and clean tables after diners have finished.

Maintain a neat and clean dining area.

Update bills on day to day basis on the system, to keep a track on inventory.

Deliver checks and process bill payments as and when required.

**Sales & Reservation Associate**

Novotel Shrem Hotel Goa & Novotel Goa Resorts and Spa, India (October 2016 - January 2018)

Process reservations and respond to communications by email, telephone, and fax or through Central Reservation System.

Process the reservation from sales office, other hotel departments and travel agents.

Promptly process any Cancellations and modifications in the reservation & keep files up to date & inform from the Revenue department accordingly.

Share the different packages, plans, rates and benefits with the guests and travel agents to maximize the room revenue.

To provide clear understanding to guest’s about the hotel policy on guaranteed reservations and no-show.

To keep the track on the advance deposit reservations and charge accordingly. Get the updates form the Revenue Department in regards with high demand dates or any special events happening in the vicinity.

Update the inventory on the online portals (extra-net) in absence of the Revenue Manager.

Get updates from the Revenue Department in regards with any special offers or special promotions for the week & try up-sell the same to the guest.

**EDUCATION & TRAINING**

* Completed Industrial Exposure Training from The Mirage, Mumbai, India (June 2013 - November 2014)
* Completed B.Sc. Hotel Management from Kohinoor Collage Of Hotel & Tourism Management Studies-Mumbai University, 2013.
* H.S.C, J.S.M College – Mumbai University , 2010

-S.S.C, St. Mary’s Convent School – Maharashtra Board ,2008

**HOBBIES**

* Reading,
* Calligraphy,
* Shopping.

Email: raunak-396974@gulfjobseeker.com

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>

**Sales & Reservation Executive**



Mirage Hotel (March 2016 – September 2016)

Process reservations and respond to communications by email, telephone, and fax or through Central Reservation System.

Process the reservation from sales office, other hotel departments and travel agents.

Promptly process any Cancellations and modifications in the reservation & keep StorefilesupManagertodate.

Keep the track on the high demand dates or any special events happening in the vicinity.

Share the different packages, plans, rates and benefits with the guests and travel agents to maximize the room revenue .

Communicate reservation information to the Front Desk.

To provide clear understanding to guest’s about the hotel policy on guaranteed reservations and no-show.

To keep the track on the advance deposit reservations and charge accordingly.

**Sales & Reservation Associate**

J.W Marriott Juhu, Mumbai, India (Dec 2014- Jan 2016)

Process reservations and respond to communications by email, telephone, and fax or through Central Reservation System.

Process the reservation from sales office, other hotel departments and travel agents.

Promptly process any Cancellations and modifications in the reservation & keep files up to date.

Share the different packages, plans, rates and benefits with the guests and travel agents to maximize the room revenue.

To provide clear understanding to guest’s about the hotel policy on guaranteed reservations and no-shows.

**Trainee - Front Office Executive**

Hotel Kohinoor Continental, Mumbai, India (June 2013 - July 2014)

Register and assign rooms to the guests. Accommodates special requests whenever possible.

Assist in preregistration and blocking of rooms for reservations.

Cash handling, policies and procedures.

Understand the room status and room status tracking.

Know room locations and the types of the room available, and room rates. Coordinate room status updates with housekeeping department by notification housekeeping of all check-outs, late check-outs, early check-ins, special requests and day use rooms.

Performing cashier related functions including posting the charges to the guests accounts, raising the paid-out’s and currency exchange.