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| OBJECTIVES **I thrive on challenges and ambitious goals. My greatest strength is to combine my analytic skills with well-developed interpersonal skills. I can build and maintain high quality business relationships. I am a committed and enthusiastic candidate seeking to become a successful employee under your excellence.** **SKILLS**  * **Interpersonal relationship building.** * **Organizing the events.** * **Suggestive selling and upselling.** * **Handling guest complaints and enquiries.** * **Quick learner, adoptable and ability to work in team.** | |  | | --- | | **Raghunath**  Nova tower, Silicon Oasis. Dubai. |  [**Raghunath.362017@2freemail.com**](mailto:Raghunath.362017@2freemail.com)Education **PRE-UNIVERSITY COLLEGE: NAVUNDA PU COLLEGE**  **2007 TO 2009 PCMB**  **Subjects studied Physics, Chemistry,**  **-Mathematics, Biology**  **BACHELORS OF HOSPITALITY SCIENCE AND MANAGEMENT**  **2010 T0 2013**  **College studied: UIHTS MANIPAL**  **(MANGALURU UNIVERSITY)**  **‘*Passed in Distinction level’***  **SUBJECTS STUDIED: Hospitality Management, Accounts**  **Human Resource, Hygiene, Food and**  **Beverage, Accommodation Management,**  **Sales and Marketing, Service Management**  **Front Office Management.** |

### **internships and Experience.**

**GOLDEN PALM RESORTS AND SPA. BANGALORE: ONE MONTH INTERNSHIP.**

**2010 December 1st to 31st**

* Trained in Banquets and Events departments for one month period. Planning, organizing and managing the events.
* As a part of the Management studies, went through detailed training of organizing and managing events, communication with the clients, their requirements and executing the plans.

**MAJORDA BEACH RESORT. GOA: ONE MONTH INTERNSHIP**

**2011 December to 2nd January 2012**

* Leading Russian Five-star hotel in Goa, famous tourist destination of India, for one month worked in various departments such as Events, Banquets, and L&D.
* Worked close with Banquet team operations, and event managements.

**TAJ HOTELS RESORTS AND PALACES: FOUR MONTHS INTERNSHIP**

**(VIVANTA BY TAJ YESHWANTPUR.BANGALORE) 2012 December to March 2012**

* As a part of the 5th semester project of Management studies, four months’ industrial internship was done in India’s leading Five Star chain hotels, “**Taj Hotels, Resorts and Palaces”**
* Trained in Front Office Management, Accommodation Management and L&D (Learning and Development).
* Trained in Learning and Development department, maintaining the Happy sheets, assisting in training programs, creating power point slides needed for training purposes, and scheduling the trainees and employees for training.
* Worked close with the Learning and Development Manager to ensure the smooth operation of the department. Worked as touch point of the department for employees.
* Awarded as “**BEST TRAINEE FOR THE ANNUAL OF 2013**” for Vivanta by Taj Yeshwantpur.

**DON BOSCO INTERNATIONAL SCHOOL: PART TIME LECTURER ( F&B)**

**OF HOSPITALITY. 2012 TO 2013**

* Lecturing and supervised the practical for F&B operations.
* All basic concepts of F&B, different types of Services, Menu cycles, different courses of menu (classical 17 course French Menu), equipment (glassware, hollow ware, flatware), and service practical.
* Alcoholic and Non-Alcoholic beverage classes, cocktails and mocktail classes.
* Classes about wine, vineyards, cigar, cigarettes and other relevant subjects.
* Worked for the first and second semester subjects which are mainly about service types and standards.

**SMILE TV (SMILE TELE-VISION PVT LTD): PRODUCTION TEAM MEMBER AND (INTER-DISTRICT CABLE CHANNEL ) SCRIPT WRITER (PART TIME)**

* Script writing for News, handling Phone-in programs.
* Assisting in Out-door shooting, part of production team.
* Worked in Marketing team during college holidays. Bringing sponsors and advertisements.
* As a part of the production team, involved in planning and executing new ideas for shows and programs.

**VIVANTA BY TAJ. M.G ROAD. BANGALORE: GUEST SERVICE ASSOCIATE.**

**2013 August to 2016 January.**

* Worked as GSA for 2 years and 5 months.
* Communicating to guest, to know their requirements and special needs.
* Taking Guest Orders, explaining them about food and beverages.
* Placing the orders, meeting the guest requirements, and serving to guest.
* Handling guest complaints, queries and information.
* Handling the log books, Minibars, stock inventories and follow ups.
* All administration works needed to ensure the smooth operations of the department.
* Management of linen, and operational equipment management.
* Thorough knowledge of all beverages, food products and managing training facilities to the colleagues.
* Liaison with other departments such as accommodation management, front office management, and food production to ensure the best hospitality experience to the guest.
* Liaison with the client companies for their corporate orders, follow up and ensuring their satisfactions.
* Complaint management, mailings and creating guest engagement stories. (An effort of creating WAW moments by guest engagement efforts)
* Giving training and other necessary requirements for the new joiners and industrial trainers.

**IMG WORLDS OF ADVENTURE. DUBAI: GUEST RELATION EXECUTIVE**

**(WORLD’S LARGEST INDOOR THEME PARK) 2016 July 15 to Present**

* First point of contact to the guest: Greeting the guest, welcoming and introducing the park**.**
* Being an ambassador of the park, giving full information about park, amusements and our products to the guest.
* Selling and upselling our products, loyalty programs, VIP packages and fast-tracks, birthday packages and our merchandises.
* Managing Guest relation office, handling guest complaints, feed backs, recoveries and follow ups.
* Thorough knowledge of Operation Software( GTS- Point of Sale)
* Working in Contact center, answering the phone calls, mails and follow ups. updating the feed-back and complaints to operation software (AVIUS), giving adequate information the callers.
* To work with all promotions and new offers, validating and redeeming vouchers.
* Handling LOST AND FOUND section. Updating to the system, managing the files and security hand-over process.
* Worked closely with Learning and Development team for the training purpose.
* Assisting in guest emergencies, medical emergencies and a member of fire-fighting team.
* Working in VIP lounge, VIP service and as VIP tour guide.
* Managing entry and exit of every single guest. Monitoring the turnstiles.
* Giving exclusive VIP services in lounge, communicating to all other relevant departments of VIP arrival, their requirements and reservations.
* Being a touch point of the park, thorough knowledge of the whole park, our attractions, rides and products, serving to create best experience so that to ensure repeated business.

**ACHIEVEMENTS.**

* **Top up-seller of the month “December 2016” peak period.**
* **Nominated for the SUPER HERO of the year along with three others. (Result yet to be announced)**
* **Selected as Guest Relation Coordinator for Guest relation office to manage the complaints, feed backs and up-selling our products.**
* **Given with the responsibility to manage the ‘LOST AND FOUND’ section of the department.**

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| **languages** **ENGLISH**  **HINDI** **personal profile** Name: Raghunath.  Date of birth: 21-11-1988  Sex: Male  Nationality: Indian **hobbies** Reading Books, writing stories, poems and articles, watching news, listening to music etc. **Computer skills**  * **MS Office**   **MS Word**  **MS Power point**  **MS Excel**  **MS Outlook**   * **Photoshop** * **Corel draw** | **PROJECTs** **Name: Tourism and Hospitality in India.**  **Contents:**   * Introduction to Indian Tourism and its history. * Hospitality industries, growth and current revenue generation per year. * Introduction about famous tourism places, monuments and palaces. * SWOT Analysis of the industry. ( strength, weakness, opportunity and threat)   Part of the Management course in 6the sem. **VOLUNTEER EXPERIENCE AND LEADERSHIP**  **CULTURAL DIPLOMAT:**  2012 TO 2013– UIHTS MANIPAL  Served as an organizer for college level events for an year  **STATE AWARD IN SCOUTS.**  Honored by “Governor of the state” for my 4years participation in scouts and served as a “Troop Leader” of 32 scout students for 4 years. |

This is to certify that the information submitted above is true and correct to the best of my knowledge and belief and nothing has been concealed or distorted.