**Aniket**

**Ride & Attractions Host**

**IMG Worlds of adventure – Dubai**

**Email Id–** **aniket.381382@2freemail.com**

**Gender – Male**

 **Career Objective:**

Looking forward to make long term career in Guest relationsand Guest services, Entertainment, Leisure, Theme parks, Amusement parks, Family entertainment Centers, Event organization, Sales and Promotions.

**Education:**

* B.com – Gujarat technical university - 2014
* H.S.C - Mumbai university- March 2011
* S.S.C - Mumbai university – March 2009

**Skills:**

* **Guest service focused and a team player**
* **Guest interaction skills.**
* **Positive attitude and outgoing personality**
* **Enthusiastic, self-motivated and able to work independently**
* **Observant and detail-oriented**

**Work Experience:**

* **IMG Worlds of Adventures Theme Park AUG2016 – TILL DATE**

**Position–RIDES & ATTRACTIONS OPERATIONS HOST**

* Welcome and Greet guest as they enter and exit from the rides.
* Handling guest complaints and concerns in an efficient and timely manner.
* Attend to guests courteously and deal promptly with their requests and queries.
* Providing information to guests regarding the park attractions, activities etc.
* Ensure that all rides are handled smoothly without unnecessary delay or discomfort to any guest with all safety norms of rides.
* Adhere to strict staff grooming and hygiene standards.
* Check on VIP reservations, complete their pre-registration formalities.
* Maintain up-to date information current promotions, offers and packages.
* Maintain all guest folios in the manner instructed and type out necessary guest likes and dislikes to the appropriate fields on the profile.
* Collect Guest feedback during exit along with his likes and dislikes.
* Handle all guests without bias or prejudice.
* Follow the house rules and policies laid down by the management.
* Carry out oral and written instructions and request clarification when needed.
* Coordinating and multi-tasking job duties in a busy environment.
* **AdlabsImagica Indoor and Outdoor Theme Park - MARCH 2013 TO JULY 2016**

**Position – Guest Relationsand ride and attractions**

* Welcome and Greet guest as they enter and exit from the rides.
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* Attend to guests courteously and deal promptly with their requests and queries.
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* Follow the house rules and policies laid down by the management.
* Carry out oral and written instructions and request clarification when needed.
* Coordinating and multi-tasking job duties in a busy environment.
* **Saksha Outdoor - MARCH 2012 TO FEB 2013**

**Position- Guest relations and Event’s Organizer**

* Partner with customer and craft individual events.
* Welcome and acknowledge each and every guest with a smile, eye contact and a friendly verbal greeting using the guests name when possible.
* Being the contact person for events.
* Proper Guidance and support throughout the events.
* Continuous cooperation with the operational team.
* Ensure uniform, nametags, and personal appearance are clean, hygienic and professional.
* Other reasonable duties assigned by management.
* Support all co-workers and treat them with dignity and respect.
* Handle sensitive issues with guest with tact, diplomacy and confidentiality.
* Coordinate with other department and employees for events.
* Treat guest with genuine appreciation and provide a fond farewell.
* Report work related accidents or other injuries immediately upon occurrence to manager.

**Personal Details:**

**Date of Birth**: 10th March, 1989

**Languages Known**: English, Hindi, and Marathi

**Hobbies**:

* Rock Climbing
* Water sports activity
* Reading novels
* Listening Music

***I hereby acknowledge that the information above contained in the CV is correct to the best of my knowledge.***

**Sincere regards,**

**Aniket**