



**Ravikant Rai**

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**Summary:**

Experience with a cheerful and friendly attitude,  
**Ten (10.0) years** experience in providing quality guest service within the guidelines specified by the hotel management and hospital management  
All front office operations, (Front desk, PBX, Reservation, Concierge, Bell desk, bell desk, Cashier, Smooth check-in, check-out, Night Audit, Making Reports)

**Objective:**

A challenging position with an esteemed organization in hospitality industry to prove & improve my professional skills & to become a good team player and role model

**Professional Experience:**

**Ahaliya Hospital Musaffa/Shabia (UAE)**

**Dec 2016 to till date**

**Guest Relation Manager**

- Responsible for greeting and directing patients and staff.
- Billing
- Patient complain handling
- Making an appointment
- Knowledge about all department of the hospital
- Inform all overnight staff of nightly activities, group and VIP Patient
- Knowledge about insurance cards
- Making sick leave report.
- Ensure the accurate completion of the daily night audit
- Preparation of daily summary reports
- Handle and resolve all the issues during the night
- Handling all reports
- Submit to report to Admin Department
- Making Attendance Report
- Knowledge about all insurance cards
- Sending approval for all types of procedure
- Promote our brand in labor camps
- Free Treatment camp on weekly basis organized

**Emirates Park Resort Abu Dhabi (UAE)**

**Dec 2014 to Dec 2016**

**Front Office Receptionist/Supervisor/Reservation/Acting Night Manager**

- Represent the management during the night
- Assist the Front office manager in all aspects of the department
- Leadership and support to all members of Front office
- Direct and oversee all hotel operations during the night shift
- Conduct briefing for all staff during night shift
- Inform all overnight staff of nightly activities, group and VIP arrivals
- Maintain a professional and high quality service
- Welcoming guests to the hotel in a friendly and helpful manner
- Ensure the accurate completion of the daily night audit
- Preparation of daily summary reports
- Handle and resolve all the issues during the night
- Check in, Check outs
- VIPs handling, Group check in, Upgrade, Up sell ,Voucher
- Making Glitch report and sending daily to management
- On daily basis making BAR (Best available report) rate

**Oxford Gulf country club Pune (India)**

**March 2014 to Aug 2014**

**Duty Manager (Acting Front office Manager)**

- To consistently offer professional, friendly and engaging service
- To ensure proper staffing and scheduling of all Front Office colleagues  
And house keeping
- Train supervisors and fulfill training role in the absence of the trainer
- To assist guests regarding hotel facilities in an informative and helpful
- Check-in and Check-out
- Feature Checking Arrivals
- Occupancy Report
- To follow department policies, procedures
- Checking Budgets
- Online checking Rates and compare with another resorts
- Other duties as assign
- Sending Revenue report on daily basis
- Handling all complains and informed to management every morning meeting

**Keys Hotel Pune (India)**  
**March 2014 to Aug 2014**  
**Front Office Executive**

- up the reception desk and ensure next shift has enough stationary
- Prepare handover for the late shift
- Balance room types for today
- Make sure that groups arriving today are prepared
- Exchange all Petty cash and due outs / returnable with accounts team
- Checking high balance / guest over limit report
- Plan duty roaster for front desk agents
- Tidy Assisting FOM in daily briefing process
- Check all traces for arrivals today and share comments with the team
- Check arrival list for regular guests and attach correct guest profile
- Night auditing, Handling Reservations/Making Reports
- Handling group check-in check-outs
- Collect feedback from the guest upon check out
- Maintain Guest request ,time to time
- Handling Group check-in check out
- Vouchers
- Staff Meeting on weekly basis regarding offers

**Club Mahindra Munnar (India)**  
**June 2012 to Aug 2014**  
**Front Desk Supervisor/Front office Executive**

- offering assistance to guests
- Provide every essential thing to create loyal and happy guests
- providing guests fast, friendly and efficient service
- assisting supervisor/managers with their tasks as well as completing essential reports
- Handling Currency Exchange & Cashiering
- Handling Group Check –In & Check-Outs
- Compile and check daily record sheets
- handling the hotel as one person
- Encourage guest feedback regarding their stay and services.
- Maintain backup reports in case system breakdown
- Skilled in supervising motivation others
- Managed guest relation activities
- Assist with any scheduled shifts problems on the night audit shifts.
- Ensures VIPs and priority club guests receive special attention.

**Lemon tree Hotel Aurangabad (India)**  
**Aug 2011 to Jun 2012**  
**Front Office Supervisor**

- Check-In & Check-Outs. /Escorting VIP arrivals
- Room allocation according to guest preferences.
- Follow high balance report for in house (cash list) guests.
- Anticipate guest needs & follow customer inquiries.
- Handling Currency Exchange & Cashiering.
- Group Handling.
- Prepare shift reports in case of system breakdown.
- Night auditing.
- Follow up traces with reservations, housekeeping & other departments.
- Co-ordinate with other departments for guest queries.
- Ability to keep up a top level customer service
- Knowledge of all special seasonal promotion procedure, for programmed

**Lemon tree Hotel Aurangabad (India)**  
**Aug 2010 to Jun 2011**  
**Front Office Agent**

- Check-in & Check outs
- Telephone handling
- Maintain All guest request on daily basis
- Follow up traces with reservations, housekeeping & other departments.
- Co-ordinate with other departments for guest queries.
- Currency exchange on daily basis
- Room type plan checking with on daily basis
- Up gradation
- Up sell
- Maintain guest e-mail on daily basis
- Maintain guest comment card report
- Encourage guest feedback regarding their stay and feedback
- making cross sell data on daily basis
- early check-in checkout follow up
- Follow-up special arrangement from the guest according to arrival
- Guest satisfaction comment card report send on daily basis
- Manage BTC (Bill to company) on daily basis

**Industrial Trainings (July 2009-Dec 2010)**  
**Fortune landmark hotel Indore**

- Knowledge about bell all department of the hotel,
- Welcoming guest, pick up luggage, collect laundry
- Follow the rules of seniors and manager
- Support Every department including maintenance and public area
- Escort the guest
- Information about hotel each and every area

**Additional Training (Jan 2009-Jun 2009)**

06 Months Additional Training in **Main Land Chaina Restaurant Kolkatta (Jan 2009- Jun 2009)**

- knowing about Restaurant service, Order taking, Knowing about the food
- talking with guest, Pick up the food
- telling to guest about Chinese food offering with discount rate
- taking order on telephone for outside and promote our new food dish
- Attending everyday training and classes on weekly basis
- knowing about how to serve the alcohol
- Following the rules and regulation of management

**Educational Summary**

**MBA** Pursuing (2016-2018) from SMU-India  
**Degree** in **Hotel Management** Kukreja Institute of Hotel Management Dehradun (India)

**Software Knowledge**

Wishnet, Protel, Touché, Fidelio, opera, IDS, WinHms , Med iWork, Palash

**Cruise Line Basic Certificate**

**USPH** certificate from **SAI institute Chennai**  
**STCW** certificate from **Indus Seafarers Training Chennai**

**Computer Knowledge:**

Window95, 2000-Excel, Microsoft Office, PowerPoint  
DCA (Diploma in Computer Application)

**Command over Languages:**

English: Good command over Written & Spoken.  
Hindi : Good command Over Written & Spoken.  
Arabic: Ability to understand & speak

**Personal Information:**

Age and Date of Birth : 30, 20<sup>th</sup> Jan 1989  
Sex : Male  
Nationality : Indian  
Visa status : Employment

Ravikant Ray