



RATISH

SUBRAMANIYAM

CONTACT

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Possessing over 15 years of experience in customer service industry that specializes in hospitality industry that handle's customers and hotel requests related to hotel bookings and escalation matters. Possess strong analytical and trouble shooting skills, coupled with an excellent understanding of Call Centre business with emphasis on customers retention.

EDUCATION

KDU College

Attained Year : 2006

Major : Diploma In Hospitality and F&B

WORK EXPERIENCE

ACCOR / THE LIVING ADVENTURE (Duty Manager)

DOHA, Qatar

Qatar Global Sports Event 2022, World Cup 2022

May 2022 – January 2023

- Manage and organizing the pre-opening work.
- Developing Front Office SOP's and basic guest handling trainings for the team.
- Creating the weekly training calendar and making sure that all target's set is achieved in the training the team.
- Daily site inspection and to ensure the company SLR is maintained.
- To head daily operations and manage a team of 29 Receptionist and 11 Bellman.
- To manage and run operations in 13 properties in Al- Khor and Um Garn.
- To ensure all guest complaints/issues are handled in a professional manner.
- Ensure the best customer journey / experience from Check In through Check Out.
- Checking all properties based on the Accor Checklist and commissioning into the inventory.

INDEPENDENT EVENT MANAGEMENT (Assistant Manager)

KL, Malaysia

April 2018 – January 2020

- To overlook and manage on day and preparation on client's expectations.
- To ensure that part timer's & service staff are well groomed and well trained with the particular product knowledge.
- Handling client/supplier introduction and pre sales pitch with potential Client's.

AGODA INTERNATIONAL (Customer Experience Specialist)

KL, Malaysia

August 2013 – April 2018

- Handling customer calls and complaints related to hotel bookings and from participating hotels queries.
- Managing back office tasks such as technical errors and overbooking by working cohesively with Hotel Partner's.

HILTON PETALING JAYA (Assistant Chief Concierge)

Selangor, Malaysia

October 2011-August 2013

- Oversee a team of 17 which consist of Bellmen, Doorman, Valet and Jockey serviceman.
- Provide supervisory support to the Front Office and conduct overall Hotel Intro to VIPs / Cooperate Clients and loyal Business Partner's.
- Created weekly flyers to update Hotel Guests on local information/happenings.

TRADERS HOTEL (Team Leader)

KL, Malaysia

March 2007-October 2011

- Primary Concierge Role and Supervisory support to the Front Office.
- Ambassador and communicator on operational issues e.g- launches and event's with the Kuala Lumpur Convention Center.
- Organize multiple events for arriving and in-house guests such as dinner reservations, transportation arrangements, golf and spa appointments as well as other guest requests.
- Established relationships with local restaurants, hotels, golf courses, tennis courts and car rental agencies in order to provide hotel guests with a high level of service.
- Monitoring, organizing, and coaching the Front Office team on a day-to-day basis.
- Constantly communicating Company's core values and vision to the Front Office team to maintain Brand Standard's.
- Ensuring that the employees follow their schedules as designed.

SKILL AND COMPETENCIES

- MICROS OPERA
- HOTELOGIX
- ONQ
- FCS E-CONNECT SYSTEM
- AVAYA
- EBE
- WFM
- WORK DAY
- AVAYA ONE X
- MICROSOFT OFFICE

Proficiency Level: 0 – Poor / 5 – Average / 10- Excellent

LANGUAGES	SPOKEN	WRITTEN
Bahasa Malaysia	10	10
English Language	10	10
Bahasa Indonesia	8	5
Tamil Language	6	0

REFERENCES & CHARACTER WITNESSES

1. NAME : David Chavchanidze
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DESIGNATION : Site Operation Manager
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2. NAME : Grace Rom
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DESIGNATION : Front Office Manager
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