

RAVIKANT RAY

Hotel General Manager

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SUMMARY

Business strategist with more than one decades of hospitality management experience with a very strong Front Office, Rooms and Sales & Marketing background.

A expert in identifying and capitalizing on opportunities to build revenue; experienced in pre- openings, turnarounds, and rapid growth in a highly competitive market.

Able to recognize and respond quickly to changing market conditions and revise strategies accordingly. Fosters satisfaction and loyalty, and encourages ownership and employee engagement in the workplace.

Being associated with luxury lifestyle operators for a number of years and showcasing a true hotel manager attitude with an outstanding knowledge of the operations; I display a solid know-how and the

Importance of positioning new as well as leading hotel within mature and highly competitive markets. I inject innovative marketing strategies and combine effective sales policies to achieve higher returns through core focus on rooms division and precise yield management. I enjoy working within a multicultural Environment. I take charge of trainings and ensure an absolute luxury experience for the guests.

Core competencies include:

- *Exceptional Sales & Marketing Skills
- *Revenue Growth / Enhancement
- *Hotel / Resort Management
- *Pre-Opening / Opening Experience
- *First-Class Guest Service
- *Banquet & Conference Management
- *Food & Beverage Services Management
- *Staff Development, Training and Motivation

EXECUTIVE HIGHLIGHTS:

Structuring for rapid growth Achieved unprecedented growth through earning a 4 star rating and correct positioning the hotel in the market.

Transformed extraordinary properties into extraordinary properties - Elevated guest satisfaction rating to first in the region within the first year.

Formulate policy and develop and implement new strategies and procedures

Managed a staff of up to 36 employees, always striving to improve upon a successful and positive culture evidenced by high employee morale and low turnover.

Professional Experience:

General Manager Hotel Maheshwari & Jeevan Sadan (Madhepura)
Jan 2019 to till date

Oversee the operations functions of the hotel, as per the organizational chart.

Hold regular briefings and meetings with all head of departments.

Ensure full compliance to hotel operating controls, sop's, policies, and service standards.

Lead all key property issues including capital projects, customer service and refurbishment.

Handling complaints and overseas the service recovery procedures.

Responsible for the preparation and subsequent achievement of the hotel's annual operating budget, marketing & sales plan and capital budget.

Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction target are met and exceeded.

Ensure all decisions are made in the best interest of the hotels and management

Deliver hotel budget goals and set other short and long term strategic goals for the property.

Developing improvement actions carry out costs savings.

A strong understanding of P&L statements and the ability to react with impactful strategies.

Closely monitor the hotels reports on a daily basis and take decisions accordingly.

Ensure that monthly financial for rooms, food & beverage, admin & general, on target and accurate.

Maximizing room yield and hotels / resort revenue through innovative sales practices and yield management programs.

Prepare a monthly financial reporting for the owners and stake holders.

Draw up plans and budget (revenues, costs, etc.) for the owners.

Helping in the procurement of operating supplies and equipment and contracting with third-party vendors for essential equipments and services.

Act as a final decision maker in hiring a key staffs.

Coordination with HOD's for the execution of all activities and functions.

Ahaliya Hospital Musaffa/Shabia (UAE)

Dec 2016 to Jan 2019

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 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)

June 2014 to Nov 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 housekeeping

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

Sending Revenue report on daily basis Handling all complains and

informed to management every morning meeting

Keys Hotel Pune (India)

Jan 2014 to June 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 offer

Club Mahindra Munnar (India)

June 2012 to Jan2014

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 2010 to Jun 2012

Front Office Supervisor / Front Office Assistant

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

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 follows 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 2009)

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 (2019-2021) 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,DSO

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: 31,
20th Jan 1989

Sex: Male

Nationality: Indian

Ravikant Ray