

HARISH RAWAT

RESERVATION EXECUTIVE



CONTACT

+91 7017299469

hr061999@gmail.com

South West Delhi Najafgarh

SKILLS

- Punctuality
- Teamwork
- Good in guest relation
- Problem Solving
- Expert knowledge of Reservation
- Good at Decision Making
- Yes I can attitude

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Garhwali (Fluent)
- Kumaoni (Fluent)

EDUCATION

2014-2015 Passed High School
2015-2017 Passed Intermediate

2019-2021 Hotel Management



PROFILE

More than 5 year experience as reservation department.
Looking to obtain a position where the skill I have gained can be used to benefit other and myself in a professional environment



WORK EXPERIENCE

Air Paradise Tour & Travels Pvt.LTD 2025-2026 - PRESENT Reservation Executive

- - Handling customer inquiries and bookings for flights, hotels, and packages
- - Managing reservations and itineraries
- - Providing information on travel options, fares, and schedules
- - Coordinating with airlines, hotels, and other travel service providers
- - Processing payments and issuing tickets/documents
- - Handling cancellations and modifications
- - Providing customer support and resolving issues

Welcomhotel by ITC Hotels Dwarka 2024 - 2025 Reservation Executive

1. Handling customer inquiries and bookings for rooms, packages, and services
 2. Managing reservations and itineraries, ensuring accurate room allocation
 3. Providing information on room types, rates, and hotel amenities
 4. Processing payments, cancellations, and modifications
 5. Coordinating with other departments (front desk, housekeeping, F&B) for smooth operations
 6. Meeting booking targets and promoting hotel offers/packages
 7. Handling customer complaints and resolving issues promptly
 8. Maintaining accurate records and generating reports on bookings, occupancy, revenue, etc.
 9. Ensuring compliance with hotel policies and procedures
 10. Providing excellent customer service and building guest relationships
- Experienced By Handling (392 Keys).



Radisson Hotel Group

Reservation Supervisor Radisson Bhopal [MP] 2022-2024

- Managed room reservations, cancellations & modifications.
- Handling Phone Calls and Processing walk-in booking
- Provided excellent guest service.
- Coordinated with Revenue & Reservation manager for smooth operation
- Collaborated with other departments for seamless guest experience.

The Ummed Palace Jodhpur

Front Office Associate

2021-2022

- **Guest Reception:** Greet guests warmly, handle check-in/check-out procedures.
- **Room Assignment:** Allocate rooms based on guest preferences and availability; handle room slotting.
- **Phone & Communication:** Answer phone calls, respond to guest inquiries, and provide information.
- **Transaction Processing:** Process payments, handle billing, and maintain accurate financial records (journal entries).
- **Inventory Control:** Monitor room inventory and update availability in the system.
- **System Operation:** Use front-office software (e.g., Opera) for bookings, transactions, and reporting.
- **Loyalty Programs:** Promote hotel loyalty schemes and manage guest loyalty accounts.
- **Collaboration:** Coordinate with housekeeping, F&B, and other departments for seamless guest experience..
- **Upselling:** Suggest additional services or upgrades to enhance guest experience and revenue.
- **Problem Solving:** Handle unexpected situations (e.g., overbooking) with quick, effective solutions.

Training Experience

6MonthjobtrainingReservation department from The Ummed Palace Jodhpur

Hobbies

Playing Volleyball
Traveling Hilly Areas
Bike Riding

DOB- 18 -03-1999

Harish Rawat