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SENIOR HOSPITALITY MANAGEMENT PROFESSIONAL – HOTEL INDUSTRY

20+ Years rich experience in delivering best possible results & business value in high-growth environments in the areas of **Front Office Operations, Sales Operations, Business Development, Hospitality Management in the Hotel Industry of repute.**

Profile :

- An articulate and people-friendly person, well versed in interfacing with customers and handling Corporate Sales, Public Relations. Key competencies in Managing Operations, Sales & Marketing, Manpower Planning & Management, Client Retention & Customer Relations, etc.
- Exceptional interpersonal skills, communication skills, systematic bent of mind, ability to give total solutions for any area/problem. Ability to learn and apply coupled with a generous urge to excel. Willingness to work under pressures and meet deadlines.
- Proven expertise to manage Sales & Marketing, Operations, Front Office, Housekeeping, Banquets, Manpower Planning, Client Retention & Customer Relations, etc.
- Comprehensive range of supervision, coordination, administration as well as customer care functions. Excellent man-management, time management, leadership skills, and ability to deliver under stress and strenuous situations.

Key Competencies:

• Hotel Operations • Front Office Management • Customer Service • Guest Satisfaction • Administration • Sales/Marketing

Professional Highlights :

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| ELEGANCE RESORT, VRINDAVAN, UTTAR PRADESH (46 Keys) General Manager | January 2020 to Sept. 2022 |
| HOTEL LE ROI, HARIDWAR, UTTARAKHAND (92 Keys) Operations Manager | April, 2018 to Nov. 2019 |
| CORBETT RIVERSIDE RESORT, RAMNAGAR, UTTARAKHAND, INDIA (56 Keys) Front Office Manager (H.O.D.) | January 2017 to April, 2018 |
| HOTEL GOLDEN GRAND, PATEL NAGAR, NEW DELHI, INDIA (36 Keys) Front Office Manager (H.O.D.) | Nov. 2015 to Nov. 2016 |
| HOTEL PREM SHANTI, INDORE, MADHYA PRADESH, INDIA (46 Keys) Operations Manager | May 2010 to Oct. 2015 |
| HOTEL CITY CENTRE & HOTEL METRO TOWER, MAHIPALPUR, NEW DELHI, INDIA Front Office Manager-cum-Hotel Manager | Oct. 1999 to Jan 2009 |
| HOTEL TRIPTI, KAROL BAGH, NEW DELHI, INDIA (35 Keys) Front Office Executive | Dec. 1996 to Sept. 1999 |

Job Responsibilities:

- Reporting to the Managing Director.
- Direct and control the activities of the Front Office, Reservations, Housekeeping, Security, Guest Activities, and to ensure adherence to the Hotels standards, policies and procedures.
- Ensure that qualified personnel are selected, hired and trained in all areas of responsibility.
- Keep leadership team, owners, and property stakeholders updated on property performance in the areas of financials, guest satisfaction, and team member engagement
- The ability to ensure the proper image is being maintained by all Team Members with respect to grooming and uniform standards.
- Prepare all necessary forecasts; to work closely with Reservations, Front Office and Sales to maximize occupancy, rate and revenue. Keeps all departments notified of any fluctuations in business levels, special guests, groups, etc.
- Establish and maintain close working relationships with all departments of the hotel to ensure maximum cooperation, productivity, morale and guest service.
- Develop relationships with clients, return guests, group contacts etc. to provide maximum personalized guest service.
- Make suggestions for improvements in overall operations with an emphasis on increasing guest satisfaction, revenues as well as reducing costs.
- Respond properly and take a supervisory role in any hotel emergency or safety situation, as well as ensure the proper control and instructions of said emergency procedures to the Rooms Division.
- Manage all administrative duties as specified by the Company.
- Develops and Initiates all actions necessary and appropriate to achieve established sales department revenue goals and overall business revenue goals for the hotel,
- Attends weekly executive and sales meetings as well as the AGM's briefings with Front Office and Housekeeping
- Assists Sales Manager in development of Hotel's Marketing Plan, Budget, and RFP submissions as needed,
- Monitors business trends and directs adjustments to Revenue Maximization Strategies,
- Actively and consistently prospects and develops new sources of business for hotel through telephone marketing and outside personal sales calls, successfully converting potential business opportunities to confirmed bookings
- Supervise the Front Office team to ensure optimum occupancy and average room rate for the purpose of maximizing revenue
- Analyzing data and providing input on ways to increase efficiencies and room revenue.
- Adhere to company credit policies to ensure all expected revenues are secured.
- Ensuring prompt, courteous & accurate service to all guests, so as to maximize guest satisfaction.

Educational Credentials:

- Graduate with the Bachelor degree in Commerce from Delhi University.
- Senior Secondary and Secondary Education from Kendriya Vidyalaya, R.K. Puram, Sector-2, New Delhi.

I.T. Skills & Strengths:

- MS Office
- Hotel Management Software : IDS Genie, C-Sat, Lucid Promise, Dataman, WINHMS
- Negotiation skills, ability towards problem solving, situation handling, and result oriented, empathizing and communication skills.
- Work under pressure, patience, ability, situation handling