



Raj Aarav

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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 :

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