

Name : Ranveer Singh

Father's Name: Shri Rajender Singh

Career Objective

My aim is to grow and utilize my knowledge and skills to the best of my ability and take the company's objective as my goal & realizing it with the support of my team. Being a good role model, take initiative to do tasks & to see it must be measurable.

Personal Details:

Gender : Male

Marital Status: Married

Date of Birth: 06/03/1989

Language Proficiency: Hindi, English

Email : ranveersngh80@gmail.com

Contact : +91-9653811349



Course	Institute/College/School, Location	University/Board	Years
10th	Army School, Jodhpur (Raj.)	CBSE BOARD	2004
12 th PCM	Army School, Jodhpur (Raj.)	CBSE BOARD	2006

Professional :

- Canan School of Catering & Hotel Management, Chennai (Tamil Nadu).
- Duration : 18 months
- Course Titles : Hotels Operations & Managements
- Course Contents:
 1. Front Office Operations
 2. Food & Beverages Services
 3. House Keeping Managements
 4. Food Productions
 5. Hospitality Supervision (AHLA)
 6. Retail Management
 7. HACCP

Industrial Training :

- 05 Months Industrial Training at TAJ HARI MAHAL, (TAJ Group of Hotels) Jodhpur (RAJ.) 03rd Dec. 2007 TO 05th May 2008.

Job Experience :

- 10 Months in Orange County Resort, Coorg, Mysore (Karnataka) worked as a Front Office Assistant in Front Office Department.
- 4 Years in Hotel Shri Ram Excellency, Jodhpur (Rajasthan) worked as a Front Office Assistant in Front Office Department. (Dated: 04/06/2010 to 31/08/2014).
- 1.6 Years in Hotel Park Plaza (Sarovar Group of Hotels), Jodhpur (Rajasthan) worked as a Front Office Supervisor.(06/08/2014 to 02/02/2016)

- 01 Year worked as a Front Office Trainee Executive at Hotel Ranbanka Palace, Jodha Hotels Pvt. Ltd., Jodhpur, Rajasthan.(18/02/2016 to 27/02/2017)
- 1.9 Year worked as an Executive at Bhandari Exports Pvt. Ltd), Jodhpur (Rajasthan).(16/03/2017 to 04/02/2018)
- 3.4 Years worked as a Duty Manager at Hotel Shri Ram Empire (A Unit of Shri Ram Excellency Group), Jodhpur, Rajasthan joined dated on 15/02/2018.
- Presently working as a Duty Manager at Hotel Brahma Horizon, Pushkar (Raj) since 19/02/2022

Personality:

- Date of Birth : 06th March 1989
- Height : 170 Centimeters
- Weight : 70 Kgs

- Date of Birth : 06th March 1989
- Height : 172 Centimeters
- Weight : 70 Kgs

Job Profiles:

- Greets, registers, and assigns rooms to guests.
- Issues room key to guest.
- Responsible for proper key control and other security measures.
- Answers telephone in absence of telephone operator.
- Transmits and receives telephone messages and sets up guests' wake-up calls.
- Date stamps, sorts, and racks incoming mail and messages.
- Answers inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions.
- Keep records of room availability and guests' accounts.
- Operates the front office computer system.
- Makes photocopies if needed.
- Computes bill, collects payment, and makes change for guests.
- Makes and confirms reservations.
- Posts charges such as room, food, liquor, or telephone, to guest folio.
- Makes restaurant, transportation, or entertainment reservations for guests
- Deposits guests' valuables in hotel safe or safe deposit box.
- Checks out guests and inquires about their stay.
- Promotes and supports Brand Voice and Brand initiatives such as Priority Clubs and Associate Programs.
- Actively builds awareness of the Brand to guests.
- Provides and ensures high-quality guest relations. Receives and resolves guest complaints in a manner consistent with company policy. Makes Manager on Duty aware of any guest complaints.
- Maintains the desired levels of quality assurance ratings, including guest comment cards, accounting audit and inspection scores.
- Ensures Inn compliance of all company policies and procedures.
- Adheres to all safety procedures and informs management of any unsafe conditions.
- Attends meetings and training as requested

Job Responsibilities:

- Taking care of the day to day admin activities of the organization.

- Great all Guests at all the time in a friendly and helpful manner, and attempt to learn and use Guest's names at every opportunity.
- Upon Check in, ensure that the Guest completes his registration card completely and legibly, and that the guest is assigned a room of the Type and the rate indicated on the Reservation.
- Accommodate Guest's special requests whenever possible assist in pre-registration and room blocking whenever necessary.
- Stay up to date on Room Rates, Special Packages, Discounts and how to handle each.
- In the case of Walk in, the Guest should be sold a room with the Highest Possible room rate.
- Being Knowledgeable of all the Credit cards and cashing Policies, and How to Handle Cash properly and efficiently.
- Develop Detailed Knowledge of the Rooms Locations, Facilities and Types.
- Develop Detailed Knowledge of the Hotel's Key Personnel, service, outlets, and hours of operation for each.
- Handle the Safe Deposit Boxes according to the Hotel procedures.
- Prepare and report guests with High Balance to the attention of the Front Office Manager.
- Be thoroughly aware of the Hotel Reservation System, and cancellation policy.
- Communicate with all other departments through the proper channels, and through the Communication Forms.
- Promptly notify the Housekeeping of all check outs, early check in, special requests in the rooms.
- Action the Housekeeping reports immediately upon Receipt, record Discrepancies and report to the Shift Leader.
- Develop a working Knowledge of the Reservation Department, Take same day reservations, and be aware of the cancellation procedures.
- Use proper Telephone manners.
- Understand and use properly the Mail, Parcel, and Message Delivery.
- Report any unusual occurrence or request to the Manager on Duty or the Front Office Manager.
- Maintain the Cleanliness and neatness of the Front Desk Area at all the Times.
- Read and initial pass on logbook and Front Office Bulletin Board to keep updated and current.
- Always deport Him/ Her in keeping with the high standards of behaviour and appearance expected of his Hotel in his/her attitude towards Hotel Guest and employees.

Key Skills & Attributes:

- Interactive, creative, imaginative.
- Continuous learner, Hardworking
- Patience, Trustworthy
- Enthusiastic and Honest.
- Positive Attitude

Hobbies :

- Making new contacts.
- Playing Chess & Cricket
- Listening Soft music

Permanent Address:

Qtr No- 352/1
 Lancer Line, M.E.S Colony,
 Army Area Rasala Road,
 Jodhpur (Raj) – 342001
 Ph: +91-9653811349

Signature:-

RANVEER SINGH