


# Samir Rajyaguru

Hospitality Manager with almost 17years' experience

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## CAREER OBJECTIVES

Resourceful General Manager driven to cut company cost as well as boost company revenue through Innovative management techniques. Organize and diligent with excellent written, oral and interpersonal communication skills. Successful in building and motivating dynamic teams.

### Career Summary:

- Business Communication with Higher National Diploma in Hospitality Management. 13 years of Overall working experience in Hospitality Industry.
- Experience of handing the hotel staff from every department and train new joiners regarding the code and conduct.
- Sound knowledge and understanding of food and beverage preparation and customer service training.
- Experience of managing payrolls, maintaining schedules, planning and organizing events at the hotel's Banquet hall.
- Ability to supervise proper hygiene and cleanliness.
- Experience of checking and replenishing the supply goods.
- Experience of conducting quality check from time-to-time, by strictly abiding to the compliance and hospitality standards.
- Soft spoken, patient, modest with welcoming attitude towards the guests.
- Great presentation skills, with prompt and friendly service with excellent communication skills and customer service ability.



## Work Experience

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Feb, 2021– Till Date

### **Sr. Sales Consultant**

**Nami Realities,**  
Ahmedabad, Gujarat.

#### **Job Responsibilities**

- Worked to build strong relationships with existing clients and establish new contacts through networking.
- Utilized web-based tools to manage a database of clients.
- Responded quickly to the needs of buyers and sellers.
- Appropriately marketed properties and sold for the best possible prices and conditions.
- Interacted with customers via phone, Search Engine and social media.
- Consistently pursued and followed up on leads.
- Worked to deliver exceptional service resulting in excellent ratings and return clients.

April 2013 – Feb, 2021

### **General Manager**

**Oriental  
Residency,**  
Ahmedabad, Gujarat.

#### **Job Responsibilities**

- Recruiting, training and supervising staff.
- Maintain and manage hotel equipment, infrastructure, inventories and other facilities efficiently.
- Planning for maintenance work, events and room, Banquet & Restaurant bookings.
- Design strategies to ensure total guest satisfaction.
- Develop day-to-day operations and functions of a hotel ensuring total guest satisfaction.
- Handling customer complaints and queries.
- Promoting and marketing the business.
- Ensuring compliance with health and safety legislation and licensing laws.
- Prepare, review and assess monthly financial statements.
- Develop strategies for organizing, staffing, planning and executing functionalities.
- Provide training for hotel staff in delivering care that meets the best standards and practices.

July 2011 – March 2013

## **Operation Head Oriental Residency**

Ahmedabad, Gujarat.

### **Job Responsibilities**

- Looking after optimizing profits by controlling costs.
- Hiring, training and developing new employees as per property standards.
- Resolving customer issues to their overall satisfaction.
- Providing leadership and direction to all employees.
- Assisting customers whenever necessary.
- Organizing employee schedule.
- Ensuring that health, safety, and security rules are followed.
- Taking disciplinary action when necessary.
- Ensuring a consistent standard of customer service.
- Motivating employees and ensuring a focus for the up selling (Revenue).
- Completing tasks assigned by the general manager accurately and efficiently.

November 2009- May 2011

## **Housekeeping Supervisor – Gleneagles Hotel,**

Perth, Scotland, U.K

### **Job Responsibilities**

- Train housekeepers on cleaning and maintenance tasks.
- Oversee staff on a daily basis.
- Check rooms and common areas, including stairways and lounge areas, for cleanliness.
- Schedule shifts and arrange for replacements in cases of absence.
- Provide training to the staff of cleanliness, tidiness and hygiene standards.
- Motivate team members and resolve any issues that occur on the job.
- Respond to customer complaints and special requests.

March 2009- November 2009

## **Housekeeper – Gleneagles Hotel,**

Perth, Scotland, U.K

### **Job Responsibilities**

- Sweep, Scrub, Mop and polishing floors of the premises.
- Vacuum clean carpets, rugs and draperies.
- Dusting furniture and fittings.
- Clean metal fixtures and fittings.
- Empty and clean trash containers.
- Dispose of trash in a sanitary manner.
- Cleaning wash basins, Mirrors, Tubs and Showers.
- Making up beds and change linens as required.
- Tidy up rooms.
- Washing windows as scheduled.
- Maintain all cleaning equipment and materials in a safe and sanitary working condition.

March 2007 – February 2009

**Front desk Supervisor**  
**TGB Resort KarnavatiClub**

Ahmedabad, Gujarat.

**Job Responsibilities**

- Ensure outstanding guests' care at all times.
- Maintains a friendly, cheerful and courteous at all times.
- Courteously and accurately answers inquiries from potential guests and accepts hotel reservations.
- Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns.
- Uses suggestive selling techniques to sell room nights, increase occupancy and revenue.
- Supervise daily shift process ensuring all team members to standard operating procedures.
- Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
- Allocate rooms to expected arrivals after checking the guest's preferences and special requests.
- Cross Check all billing instructions are correctly updated.
- Ensures safety by following guest check in and security procedures and reporting suspicious activity to security, manager, or MOD.
- Takes responsibility in the absence of the Duty Manager /Front office manager.
- As a supervisor you will be a role model, sharing your expertise and continually inspiring the front office team.

May 2005 – March 2007

**Front desk Executive**  
**TGB Resort KarnavatiClub**

Ahmedabad, Gujarat.

**Job Responsibilities**

- Perform all check-in and check-out tasks.
- Manage online, OTA and phone reservations.
- Inform guests about payment methods and verify their credit card data.
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms after making entries in Guest register and collecting Valid ID Proofs.
- Provide information about our hotel, available rooms, rates and amenities when gets Inquires for future bookings.
- Respond to guest complaints in a timely and professional manner.
- Communicating with housekeeping department to ensure all rooms are clean, tidy and fully-furnished to accommodate guest's needs.
- Confirm group reservations and arrange personalized services for VIP guests and event attendees, like wedding guest.
- Up sell additional facilities, up gradation of Room category and services, when appropriate.



## Education

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### **(HND) Hospitality Management**

UHI- University of Highland & Island  
Perth, Scotland, UK.

Graduated: February, 2010.

### **Bachelor of Commerce**

J.G.College of Commerce  
Gujarat University, Ahmedabad,  
Gujarat.

Graduated, May2007

Second Class

### **H.S.C.** Graduated, April,2002

Navarang Higher Secondary School,  
Ahmedabad, Gujarat.

Second Class

### **S.S.C.** Graduated, April,2000

Navarang High School,  
Ahmedabad, Gujarat.

First Class



## Key Skills

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- Communication
- Operational Knowledge
- Interpersonal skill
- Leadership
- Listening skills
- Detail oriented
- Team building
- Financial management
- Punctual
- Multi-tasking work
- Work & serve extra mile



## Computer Proficiency

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- MicrosoftWord, MicrosoftExcel& Power point
- Knowledge of Internet & Surfing



## Languages

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- Gujarati
- English
- Hindi



## Hobbies

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- Solo Travelling
- Playing & Watching Cricket
- Cooking
- Playing Games
- Workout (GYM)
- Listening Music
- Communicate with people for growing Network



## Personal Details

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**Name:** Mr. Samir M. Rajyaguru  
**Nationality:** Indian

**Marital Status:** Married  
**Gender:** Male

**Birthday:** March 10<sup>th</sup>, 1986.

### Declaration

I, Samir Rajyaguru, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Yours Faithfully,  
**Samir Rajyaguru.**  
Ahmedabad, Gujarat,  
India.