





BHAVIN NAYAK

CONTACT

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EDUCATION

Master of Business Administration:
Tourism and Hotel Management,
2015
Asia Pacific Institute of Management
- Ahmedabad, GJ

Bachelor of Commerce: Advanced
Accounting and Auditing, 2011
L.J. Commerce College - Ahmedabad,
GJ

Higher Secondary Certificate
(Class 12th): Commerce, 2008
Shraddha Vidyamandir -
Ahmedabad, GJ

SKILLS

- Senior client management
- Senior leadership support
- Hard Working, Well Groomed and Physically Fit, Strong Organizational Skills,
- Sharp Problem Solver, Ambitious
- Hospitality management
- Front desk administration
- Special events planning

LANGUAGES

English:  C1
Advanced

OBJECTIVE

Seeking a position where I can efficiently contribute my knowledge, skills and abilities for the growth of the organization and build my professional career with dedication and hard work.

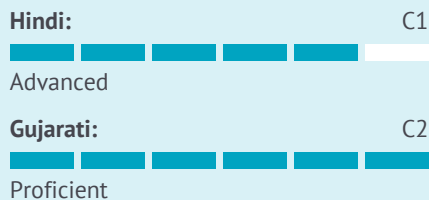
EXPERIENCE

Front Desk Executive, 04/2021 - Current
Marinescape India Pvt Ltd, (Science City) - Ahmedabad, India
Roles and responsibilities:

- Assist guests with the show-around process in a professional and courteous manner based on Rosen Standards.
- Provide outstanding guest service by greeting, welcoming and representing the entire Aquatic gallery at all VVIP moments.
- Maintained an extensive knowledge of establishment services, availability and layout to efficiently provide information to visitors.
- Managed staff training and onboarding, coaching in customer service techniques, best practices and complaint management.
- Handled guest complaints in a polite and friendly manner, providing effective solutions to maintain customer retention.
- Kept front desk organized, clean and presentable to maintain an excellent first impression for guests.
- Coordinated polished and professional reception for guests.

Event Planner and Organizer, 05/2019 - 03/2021
Freelance - Ahmedabad, India

- Provided event staff with pre-event briefings and assigned individual responsibilities.
- Coordinated event programming, including pre-event production, day-of coordination and speaker management.
- Communicated with clients and internal staff on events both face-to-face and via video conferencing software.
- Sourced suppliers and negotiated contracts to ensure supply costs came in on budget.
- Operationally managed events, coordinating all aspects including catering, AV set up, guest seating arrangements and room layout.
- Maintained close communication with couples to achieve wedding goals and mitigate service issues.
- Organised corporate events, including luncheons and dinners, conferences and special events.
- Gathered event requirements, including venues, budgets, guest lists, catering and event timelines through face-to-face client meetings.
- Planned, organised and executed promotional events.



INTERESTS

Listening to podcasts
Playing a musical instrument
Dancing

Operation Manager, 12/2018 - 05/2019

Pathikashram Hotel - Gandhinagar, India

Roles and responsibilities:

- Developing and implementing strategies that will ensure a positive experience that exceeds guests' expectations.
- Work collaboratively with all departments to make sure operations are running smoothly in tandem with one another.
- Anticipate all guest needs and respond promptly & accordingly.
- Maintaining full knowledge of all inner workings of the hotel, including room rates, hotel policies, specials, availabilities, VIP guests, hotel events and more.
- Staffing the hotel appropriately.
- Reviewing employee behaviour, appearance and performance.
- Conducting daily meetings to ensure that all departments are in working order.
- Supervise all different aspects of a hotel's functions, including Front office, housekeeping, human resources, facilities, security, public relations, food and drink service, sales and financials.
- Verifies that accurate room status information is maintained and properly communicated.
- Resolves guest problems quickly, efficiently, and courteously.
- Relays information to appropriate personnel.
- Works within the allocated budget for the front office.
- Enforces all cash-handling, check-cashing, and credit policies, Conducts regularly scheduled meetings of front office personnel.
- Analyze rate variance, monitor credit report and maintain close observation of daily house count.
- Ensure logging and delivery of all messages, packages, and mail in a timely and professional manner.
- Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests managers and other employees.
- Review daily front office work and activity reports generated by Night Audit.
- Review Front office log book and Guest feedback forms on a daily basis.
- Maintain an organized and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs.

Travel Desk Manager, 11/2013 - 11/2018

E-Travel World - Rajkot, India

Roles and responsibilities:

- Making travel arrangements like railway reservation/cancellations /Amendments or purchasing air tickets for guests.
- Organizing full-day or half-day tour sightseeing tours in and around the city.
- Handle domestic and international queries for the land packages.
- Interface with suppliers and vendors to ensure good pricing of events and travel.
- Promoting and marketing the business via the marketing team.
- Arranging forex for guests.

- Coordinate with sales team for futuristic booking and preparing upcoming business.
- Supervise and answer inquiries of reservation.
- Keep availability chart updates.
- Carry out amendments and cancellation of bookings.
- Update the reservation record in order to have updated inventory of hotel rooms.
- Manage good relationship with Client & Hotel both ends.
- Need to do Hotels booking as per Client's requirement.
- Need to speak with the Hotel & Client both via e mail & should be able to sort out their problems/quarries if any as per their requirement.
- Assigns specified space to customers and maintains computerized inventory of passenger space available.
- Determines whether space is available on travel dates requested by customer.

STARTED MY OWN FOOD TRUCK OUTLET , 06/2011 - 10/2013

Owned - Ahmedabad, India

- Responsible for providing direction for the business.
- Creating, communicating, and implementing the organization's vision, mission, and overall direction i.e. leading the development and implementation.
- Responsible for the day-to-day running of the business.
- Responsible for fixing prices.
- Responsible for recruitment.
- Responsible for payment of salaries.
- Responsible for signing checks and documents on behalf of the business.
- Evaluates the success of the business.
- Responsible for preparing delicacies.
- Makes lists and budget for kitchen supplies.
- Oversee the entire kitchen staff.
- Responsible for training new cooks.
- Makes sure that the meals being whipped up tastes really good.
- Responsible for managing the daily activities.
- Prepare monthly financial report for the organization.
- Interfaces with vendors and third party suppliers.(drink suppliers, raw food suppliers and maintenance team)
- Responds to enquiries.
- Handles phone calls for the party bookings.