



RISHAV KHAJURIA

CONTACT

- 📞 +91 9459642512
+91 6280177634
- ✉️ rkhajuria786@gmail.com
- 📍 Vill - Janera, Teh - Nurpur
Kangra , Himachal Pradesh

EDUCATION

B.Sc. in Hotel Management & Life Skills
Him-Anchal Institute of Hotel Management & Catering Technology, Hamirpur (H. P)

Higher Secondary (Commerce)
HP Board of School Education, Dharamshala

Senior Secondary (10th) - CBSE

CORE COMPETENCIES

- Guest Relations & VIP Handling
- Front Office Operations
- Management
- Revenue Optimization & Upselling
- Team Training & Leadership
- Complaint Resolution & Problem-Solving
- Process Improvement & Efficiency Enhancement
- Microsoft Office & Opera PMS

TECHNICAL SKILLS

- Proficient in Opera PMS, Opera Cloud, Microsoft Office Suite (Excel, Word, PowerPoint)
- Strong understanding of hotel operations, room control, and guest profiling

PROFESSIONAL SUMMARY

Dynamic and customer-focused hospitality professional with 7+ years of experience in luxury hotel operations. Proven expertise in front office management, guest relations, and revenue optimization. Adept at handling high-pressure environments, ensuring seamless guest experiences, and leading teams to achieve operational excellence. Passionate about enhancing customer satisfaction and driving business growth through innovative service strategies.

WORK EXPERIENCE

DUTY MANAGER

TAJ SWARNA AMRITSAR | JAN 2023 – PRESENT

- Oversee daily front office operations, ensuring smooth guest check-ins, check-outs, and reservations.
- Drive upselling strategies to maximize room revenue and enhance guest experiences.
- Work closely with all departments to optimize guest satisfaction and operational efficiency.
- Address and resolve guest complaints to maintain high service standards.
- Coordinate with VIP guests, handling special requests and ensuring personalized experiences.
- Train and mentor new hires, enhancing their skills in front office procedures and customer service.
- Suggest and implement operational improvements to increase efficiency and service quality.

FRONT OFFICE EXECUTIVE

HYATT REGENCY AMRITSAR | OCT 2021 – JAN 2023

- Assisted with VIP guest arrivals and departures, ensuring a seamless experience.
- Managed guest communications, including emails and messages.
- Resolved guest complaints efficiently, logging issues for service improvement.
- Authorized and processed late check-outs, rebates, and special requests.
- Worked closely with multiple departments to enhance guest experiences and maintain high occupancy rates.
- Led a team to ensure smooth front desk operations and compliance with company policies.

TEAM LEADER – FRONT OFFICE

HYATT REGENCY AMRITSAR | APRIL 2021 – OCT 2021 & MAY 2019 – SEPT 2020

- Supervised front desk staff to ensure smooth check-in and check-out operations.
- Handled guest profiles, ensuring VIP preferences were met for personalized stays.
- Conducted departmental training to improve staff efficiency and service delivery.
- Managed guest complaints and provided timely resolutions.
- Monitored and maintained upselling records, contributing to revenue growth.

HOBBIES

- Playing and listening to music
- Outdoor sports like cricket & badminton
- Traveling and exploring new cultures

LANGUAGES

- English
- Hindi

PERSONAL INFO

Date Of Birth : 26/09/1997

Gender : Male

Nationality : Indian

Marital Status : Single

GUEST SERVICE ASSOCIATE – FRONT OFFICE HYATT REGENCY AMRITSAR | JAN 2017 – APRIL 2019

- Assisted in front desk operations, including guest check-ins, transportation, and night auditing.
- Processed financial reports related to revenue, credit card settlements, and cash flow.
- Managed room control, ensuring optimal occupancy and guest satisfaction.
- Worked across multiple departments to support overall hotel operations.

INTERNSHIP (JOB TRAINING) – FRONT OFFICE RADISSON BLU, AMRITSAR | 16 WEEKS

- Gained hands on experience in guest relations, check-in/check-out procedures, and reservation management.

REFERENCES

Mr. Shyantan Mukherjee – Former Front Office Manager, Hyatt Regency Amritsar
+91 7044298085

Mr. Rahul Bhola – Former Front Office Manager, Taj Swarna Amritsar
+91 8336815727