



## CONTACT

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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

# RISHAV KHAJURIA

## 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. Shyantana Mukherjee – Former Front Office Manager, Hyatt Regency Amritsar  
+91 7044298085

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