

CURRICULUM VITAE

Ranvijay Anirudh Singh

A result driven and hardworking team member making a mark with his perseverance and dedication in the hotel industry. An avid learner passionate to engage in interaction with clients to drive business growth.



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Skills and Competencies

- Ethical
- Confident
- Great Organizer
- Relationship management
- Positive approach
- Communication Skills
- Eminent problem solving attitude
- Highly Motivating

WORK EXPERIENCE

- *Assistant Manager Front Office - ITC Maurya, New Delhi (437 Keys) from December 2023*
- *Assistant Manager Front Office - ITC Gardenia, Bengaluru (292 Keys) from April 2023*
- *Duty Manager – The St. Regis Goa Resort (206 Keys) from July 2022*
- Transitioned and Pre Opened the First St. Regis Resort in India as a Duty Manager from The Leela Goa.
- Assisted in Pre-Opening operations in a running hotel with high occupancy.
- *Duty Manager / Reservations Manager – ITC Windsor, Bengaluru (240 Keys) from May 2019*

Responsible for Guest Service Management including but not limited to:

- Setting and management of Guest Arrival / Departure schedule and other day to day operations.
- Arrangement for guest welcome, stay, local travel, logistics throughout their stay thus fostering customer loyalty
- Ensure prompt & personalized service is offered to each and every guest in cordial manner
- Guest issue / grievance management in a time bound manner
- Training, Team Building & Knowledge Management to ensure team members have current knowledge of hotel products, services, facilities, events, pricing and policies and knowledge of the local area and events
- Quality Assurance & Control of Workplace ambience & hygiene management

- Ensure team adherence to Workspace Uniform, Hygiene factor, designated location and punctuality
 - Desk Operation Management
 - Review arrival list for all guests / VIPs to check room allocations, amenities and special requests
 - Supervises the management of debtors, group and individual guest invoicing and cash operations
 - Financial Performance (Up selling, Room Revenue, Operation Auditing)
- Butler Team Leader - *The Rambagh Palace, Jaipur* from October 2018
- Handling Cashier Functions
 - Handling In-House Groups – As Single Point of Contact
 - Handling TPAM (Taj Positive Assurance Model) Audit
 - Working as a Shadow Duty Manager

Achievements: Scored 86% in TPAM (Taj Positive Assurance Model) Audit, handled by self and Immediate Supervisor at The Rambagh Palace, Jaipur.
Best Groomed Employee of the Month

- Butler Team Member – *The Rambagh Palace, Jaipur* from October 2016
Working at the Front Desk with key responsibilities as follows:
- Handling shifts
 - Ensuring smooth shift operations at Reception that include Cashiering, Concierge and Guest Relations.
 - Guest Satisfaction
 - Conducting Heritage Walk
 - Assisting Duty Managers in month end reports.
 - Handling VIP movement by checking their profiles on daily basis.
 - Assisting Duty Manager in VIP groups and Wedding Events from pre arrival to post departure (Billing).
- 17 Weeks Industrial Training Exposure – *The Raj Palace, Jaipur*

ACHIEVEMENTS

- Was Certified as a Department Trainer at *ITC Windsor*.
- Awarded for International Hospitality Day “*Exemplary Contribution*” at *ITC Windsor* by International Hospitality Council London 2022.
- Assisted in operations in the pre-opening property *Taj Swarna, Amritsar*.
- Volunteered at *Auto Expo 2016*
- Active Member of Eco Club *IHM Pusa*.
- Coordinated and organized Basketball Tournament in Eco Society Fest *S.G.T.B Khalsa College, University of Delhi*.
- Coordinator in house functions and annual events at *Delhi Public School Noida*.

Education

B.Sc. (HHA)	IHM Pusa New Delhi	2016	77.46%
AISSCE	Delhi Public School Noida	2011	72.4%
AISSE	Delhi Public School Noida	2009	65%

ADDITIONAL SKILLS

- Computer Skills (Property Management System – Opera, Fidelio, IDS), VICAS, ECOBILLZ, OPERA, MS OFFICE, MARSHA, ONEX

PERSONAL DETAILS

- **Name** : Ranvijay Anirudh Singh
- **Date of Birth** : 03-Aug-1993
- **Permanent Address** : E-24, Sector-30, Noida, (U.P.)
Pin code (201301)
- **Languages Known** : English, Hindi, and French

I hereby declare that the information above is true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein, immediately.

Ranvijay Anirudh Singh