



# SANJAY TALWAR

3115, LOHARAN MOHALLA, KARTARPUR, JALANDHAR, PUNJAB, INDIA

PHONE +919781295984

EMAIL [sanjaytalwar21@gmail.com](mailto:sanjaytalwar21@gmail.com)

## PROFESSIONAL INTENTION:

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Seeking advancement opportunity in operations where my acquired knowledge and skills can be used to its best and advance the interests of organization as well as my career prospects.

## TECHNICAL SKILLS:

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- Operating System - Opera 5.5 version, MARSHA, Empower Reservation application, IDS, Protel.
- Well versed with MS Office and Internet Applications

## EDUCATION:

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### CT Institute of Hotel Management & Catering Technology

**BACHELORS IN HOTEL**

**MANAGEMENT 4 YEARS DEGREE**

- Bachelors In Hotel Management 4 Years Degree from CT Institute of Hotel Management & Catering Technology, Jalandhar (Graduate Year 2014)

## PROFESSIONAL SKILLS:

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- Demonstrate excellent leadership skills with good experience in developing a team.
- Excellent customer service skills and enthusiasm in delivering excellent service.
- Demonstrate excellent presentation, negotiation and communication skills with the customers and other hotel departments.
- Possesses excellent verbal and non-verbal communication skill. Excellent email etiquette and guest services skill Strong organizational skills and ability to prioritize tasks within a fast-paced work environment.
- Excellent leadership skills including the ability to coach, mentor, motivate and hold all associate accountable for their responsibilities.
- Proficient in English language with excellent written and reading skills.

# EXPERIENCE:

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➤ **Best Western by Merriion ->10/2021 – Present**

**AMRITSAR /// FRONT OFFICE MANAGER**

- Heading entire front office operations along with Reservations.
- Handling a team of five professionals
- Actively managing OTA for Revenue optimization.
- Coordination with different travel agencies and corporate to ensure maximum occupancy on daily basis.

➤ **Four Points by Sheraton (Marriott International) -> 04/2019 – 10/2021**

**DEHRADUN /// ASSISTANT RESERVATIONS MANAGER**

- Head of the department.
- Reporting to the GM.
- Maximizing yield/revenue in complete tandem with Director of Sales.
- Strategically controlling rates for all market segments.
- Working closely with the Rooms to close all group leads.
- Handling RFPs and tracking their productivity.
- Preparing annual budgets and forecasts for the hotel.
- Handling all OTAs, GDS, Social Media, Online visibility.
- Handling reservations department.
- Skilled in Revenue Management, IDEas, OTA, GDS, MARSHA, OPERA , upsell, cross sell, RFP, Lanyon, Maximojo, Front Office, Hospitality Management, and Customer Service.



**Country Inn & Suites By Radisson -> 07/2018 – 04/2019**

**BATHINDA /// ASSISTANT MANAGER- FRONT OFFICE**

- Handling front office team, taking briefing on daily basis for smooth operations.
- Maintaining brand standards.
- Meeting and greeting VIP's upon arrival and planning their stay accordingly.
- Doing Room blockings as per guest's needs and requests.
- Handling guest's complaints and putting in morning meetings to resolve them.
- Overall as a helping hand for reception and Reservation Department as and when required.



**Country Inn & Suites By Radisson -> 12/2016 – 07/2018**

**JALANDHAR /// FRONT OFFICE SUPERVISOR**

- To undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service.
- To build a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service.
- To deal with guest requests to ensure a comfortable and pleasant stay.
- To ensure that all reservations and cancellations are processed efficiently.
- To keep up to date with room prices and special offers to provide information to guests.



## Country Inn & Suites By Radisson -> 06/2014 – 11/2016

### JALANDHAR /// FRONT OFFICE ASSOCIATE

- Checks guest in and out in an efficient and friendly manner, using guest name whenever possible. Assures that guest is assigned type of room requested and the correct rate is charged. Checks out guest at end of stay. Ascertains guest satisfaction, collects keys, posts late charges and presents bill to guest. Settles bill accurately through credit card or cash transactions.
- Work at the reception desk, answer phones, greet and communicate with patience and providers.
- Assist with answering phones, greeting and communicating with patience and respect.

## PROFESSIONAL ACHIEVEMENTS:

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- Received BRAVO 2016 recognition program for outstanding performance in Front Office form Country Inn & Suites By Radisson, Jalandhar, Punjab.
- Received BRAVO April 2017 recognition program for outstanding performance in achieving target revenue from Country Inn & Suites By Radisson, Jalandhar, Punjab.
- Received Employee of the month January 2019 recognition program for outstanding performance in Front Office from Country Inn & Suites By Radisson, Bathinda, Punjab.
- Received Letter of Appreciation in February 2019 recognition program for outstanding performance from Country Inn & Suites By Radisson, Bathinda, Punjab.
- Received Emotag of the Month September 2020 recognition program for outstanding performance in Front Office form Four Points By Sheraton, Dehradun, Uttarakhand.

## PERSONAL INFORMATION:

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### *LINGUISTIC SKILLS:*

- English
- Hindi
- Punjabi

### *DATE OF BIRTH:*

17th April, 1993

### *Nationality:*

Indian

## PROFESSIONAL REFERENCES:

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Mr. Rahul Walia  
(Front Office Manager  
Hyatt Ghaziabad  
+91 9814938939)

### **DECLARATION:**

I hereby state that the details furnished above are true to my knowledge.

**(SANJAY TALWAR)**