

## MOHIT TRIPATHI

Front office | Sales and  
Reservations with  
wellness specialization.

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Over 14 years of working experience in Front office, Reservations and sales, of which 04 years in business properties and 10 years have been with niche and luxury wellness brands.

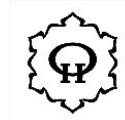
My experiences with the niche brands like Oberoi, TAJ and Vana have given me comprehensive exposure and understanding of luxury market, operations that differ from regular hospitality operations. My competency has been in handling guest concerns, communications, reservations and continuing relationship maintenance. I have a fair grip on sales conversions, developing and maintaining trusting guest relationships and being a one-stop contact for guests' entire stay while coordinating with different departments across the hotel and key decision makers. I have the necessary experience in coordinating and implementing procedures and service standards for both MICE as well as wellness-oriented organizations.

### Academic Qualifications

- MBA Retail Management| Sikkim Manipal University.
- BHM Hotel Management, Catering Technology & Tourism,2009|MPS College of Hotel & Tourism, Agra, Affiliated to Punjab Technical University, Jalandhar
- Senior Secondary |KV Armarena Kanpur, CBSE| Math, Physics & Chemistry
- Secondary| Harmilap Mission School, Kanpur - CBSE Board

## Internship

6 months industry training at Oberoi Amarvilas, Agra



## Experience

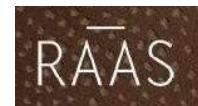
Operations Manager  
Tatsaraasa Resort and  
Spa, Udaipur from May  
24 till November 24



Manager Front Office  
Jaisalmer from Nov.23  
till March 24



Manager Front Office  
and Reactive Sales  
Udaipur, India from  
Nov. 2020 to October  
2023



Manager, Reservations  
Amanbagh, Alwar, India  
from Oct 2019 - Aug  
2020



Manager, Sales & Marketing  
Atmantan Wellness Resort, Pune,  
India Jan - Aug 2019



Asst. Manager, Sales  
Pema Wellness Resort, Visakhapatnam,  
India Aug – Dec 2018



Asst. Manager, Retreat Reservations  
Vana Wellness Retreat, Dehradun,  
India Jan 2015 – July 2018



Executive – Front Office  
and Reservations, Vivanta  
by Taj Surajkund, Delhi  
NCR Sep 2013- Jan 2015



Supervisor–Room Reservations  
The Claridges Surajkund, Delhi NCR.”  
Mar 2012-Sep2013



Front Office Assistant  
Jaypee Palace and Convention Centre, Agra  
Feb 2010 -Oct 2011



## Core competencies, Responsibilities

### Specialty

- Guest relationship management ensuring an efficient and seamless guest journey from reservation till arrival, stay and post departure.
- Establishing and enforcing hotel policies regarding guest services, quality control, and customer experience.
- Controlling operational costs, ensuring profitability and optimal use of resources.
- Analyzing financial reports (e.g., occupancy rates, revenue, etc.) and recommending actions to improve performance.
- Working with the sales and marketing team to promote hotel services,

packages, and offers.

- Assisting in the development and execution of marketing strategies to attract guests.
- Analyzing customer feedback and market trends to adapt marketing strategies accordingly.
- Conduct regular performance reviews and provide feedback for improvement.
- Fair understanding of concerns and challenges in booking and experience in consistent follow-ups.

#### Other regular role responsibilities held

- Oversaw recruitment, training, and development of hotel staff across various departments.
- Created staff schedules and ensured proper staffing levels during peak and off-peak times.
- Established and enforced hotel policies regarding guest services, quality control, and customer experience.
- Oversaw the day-to-day operations of various departments, including front desk, housekeeping, food & beverage, and maintenance.
- Ensured all hotel systems and processes were running efficiently and cost-effectively.
- Conducted regular inspections of hotel facilities to ensure cleanliness, safety, and compliance with health regulations.
- Managed hotel inventory, including linens, supplies, food, beverages, and equipment
- Oversaw the procurement process to ensure timely delivery of necessary supplies while maintaining cost control.
- Regularly updated safety procedures and conducted training to ensure the well-being of staff and guests
- Ensured the hotel was aligned with industry standards and regulations, including fire safety, sanitation, and environmental guidelines.
- Acted as a point of contact for resolving major guest issues or complaints
- Implemented contingency plans for unexpected situations.
- Regularly communicated with hotel executives to report on the status of operations, guest satisfaction, financial performance, and employee concerns
- Maintained a positive and collaborative working relationship with other hotel departments.
- Ensured the effective use of hotel management systems (HMS) and technology platforms (e.g., booking systems, point of sale etc.)
- Stayed updated with the latest technology trends to improve hotel operations and guest experience.
- Liaised with the sales department on occupancy, rates, and reservation analysis.
- Reviewed room blocking for long stays, suites and special group requests.
- Supervised group reservations.

- Closed special requests from other departments and guests with follow-up.
- Consistently offered professional, friendly and engaging service.
- Ensured all teams were informed of the rates, promotions and corporate programs.
- Monitored telephone etiquette and general performance of reservations staff daily and offered training as necessary. Monitored reservation agents' productivity daily to ensure efficiency.
- Maintained warm engagement with commercial clients.

### Attitude/Strengths

- Good communication and people skills
- Passionate about my work. Accept challenges and love to work through them
- Understanding of wellness, holistic health and retreat operations
- Adept at Channel managers, Property Management systems (Opera), and Wellness Booking systems.
- Effective time management, organized & collaborative team player with positive outlook and provide leadership to the team.
- Languages: English & Hindi