

MOHIT TRIPATHI

Front office | Sales and
Reservations with
wellness specialization

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I have nearly 14 years of working experience in Front office and reservations, 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 an one stop contact for guests entire stay, all the 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,CateringTechnology,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 present



Manager Front Office
Jaisalmer from Nov.23
till March 24



Manager Front office
and Reactive Sales
Udaipur, India from
Nov.2020toOctober
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-Sep 2013



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.

Providing all support from the first connect, almost as one point of contact for all guests' requests.

Fair understanding of concerns and challenges in booking and experience in consistent follow ups.

Responsible for coordination and arranging wellness calls and consultations based on guests' wellness objectives, medical and health concerns and their medical requirements.

Experience in Sales in premium and niche retreat to an International Retreat and wellness demographic, working closely with Corporate Marketing and PR teams.

Other regular role responsibilities held

- Liaising with various departments on a regular basis on guest communication to close the loop and sales team training pertaining to wellness.
- Liaising with sales department on occupancy, rates, reservation analysis.
- Review room blocking for long stays, suites and special group request.
- Supervising group reservations.
- Close special requests from other departments and guests with follow-up.
- Update and maintain various checklists and promotion summary sheets.
- Consistently offer professional, friendly and engaging service.
- Provide leadership, motivation, training and support to the team.
- Ensure all teams are informed of the rates, promotions and corporate programs.
- Monitoring telephone etiquettes and general performance of reservations staff daily and offering training as necessary. Monitor reservation agents' productivity on a daily basis to ensure efficiency.
- Departmental induction and ongoing training for colleagues. Implementation and continuous monitoring of policies and procedures and standards
- Maintain 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 retreats operations
- Adept at Channel managers, Property Management System(Opera), Wellness Booking systems
- Effective time management, organized & collaborative team player with

positive outlook and provide leadership to team.

- Languages: English & Hindi