



ISWAR CH. DAWN

To advance my career through new experiences and challenges in guest interaction division lateral of an organization, while offering my learning to assist in reaching the goals and objectives set forth by the owners and



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Experience



Treat Hotels & Resorts

February 2018 - Till Date

1. TREAT RESORT
2. TREAT BEACH RESORT
3. RAS RESORT BY TREAT
4. URABE BY TREAT

The Pride Group , (Bangalore)

Sept 2017 - January 2018

The Gold Beach Resort, Daman

Sept 2015 – Aug 2017

Front Office Manager Promoted to Revenue Manager –

1. Inventory management and distribution all 04 Units. (OTAS)
2. Oversee the entire front office operation to maintain high standards services as per SOP.
3. Good Coordinate with Reservation team make Maximize revenue.
4. Maintains the desired levels of quality assurance ratings, including guest comment cards, accounting audit and inspection scores.
5. Confers and cooperates with other departments as needed to ensure coordination of activities with the host. (MICE, GIT, WEDDINGS)
6. Documentation: - Daily Revenue Report, Business on books, Bar rate, Business Source Market Segment, Reservation pick up for the day, OTAS Rates and inventory Management.
7. Destination wedding Bookings and query handling.
8. Monitoring market trends and competitor analysis.
9. Make MIS report every month share with management for 04 Units .
10. Monitoring front office staff to make sure all guest services received prompt.
11. To set a high example in regard to punctuality, appearance, courtesy, performance, attitude, leadership, guest relations, observance of the house rules to Management and interdepartmental co-operation

DUTY MANAGER

1. Perform other duties as assigned by the Front Office Manager
 2. To assist in maintaining and/or develop agreed operating procedures involved in the Front Office and to ensure all Front Office employees adhere to the correct procedures as laid down in the operating manuals
 3. To ensure a smooth and efficient running of the Hotel operation, ensuring that all hotel guests and visitors receive and optimum level of service and care at all times
 4. To use discretion and tact when dealing with guest enquiries, problems or complaints in an efficient and professional manner without detriment to the Hotel and / or its reputation
- Drive improvement in guest satisfaction goals.
5. Ensure own productivity and that of the team on a day-to-day basis by planning and assigning work and establishing performance and development goals as set by the GSL

Front Office Executive and Promoted to Duty Manager

1. Managing the daily operations of Front Office with sub departments -Reservations, Travel Desk, Reception, Outdoor Recreation Activities Sightseeing.
2. Handling total responsibility for smooth functioning of front desk, under the supervision of Front Office Manager.
3. Daily Briefing and staff duty roster maintain.
4. OTAS inventory management.

**Royal Orchid
Hotels**

May 2014 to July 2015

DGV Resort

Silvassa

Nov 2013 to Apr 2014

TREAT RESORT

Silvassa ,

JAN 2009 – OCT 2013

TREAT RESORTS.

Silvassa

June 2008 – jan 2009

Front Office Executive

1. **Manage Check in / Check out / All Cashiering.**
2. Guest Complain ,

Front Office Executive

Front Office Associate and Supervisor

1. Consistently offer professional, friendly and engaging, service
2. Greet, check in and settle guest accounts while ensuring all service standards are followed
3. Assist guests regarding hotel facilities in an informative and helpful way

Industrial Exposure Training

Cross training in all major department.

Education

**Bengal School of
Hotel Management**

From 2007 to 2009

Diploma in Hotel management.

**Aruar BMDP
Institution**

2005 - 2007

Higher Secondary Passed

Aruar BMDP Institution

2005

Secondary School Passed

Other Info

Strengths

Team Management, Hard Working, Decision Maker, Motivator.

Interest

Diving, Playing Cricket

Nationality: INDIAN

Languages

English, Hindi, Bengali

Others

- Well versed with Microsoft Office.
- Certified in MS-CIT & C++.
- Excellent knowledge of IDS and Staah,.