



# 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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Burdwan 713121, India

## Experience



### Treat Hotels & Resorts

February 2018 - Till Date

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

### 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

### The Pride Group , (Bangalore)

Sept 2017 - January 2018

### 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 an 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
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

### The Gold Beach Resort, Daman

Sept 2015 – Aug 2017

### 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. Handing total responsibility for smooth functioning of front desk, under the supervision of Front Office Manager.
3. Daily Briefing and staff duty roaster 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



## Education

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**Bengal School of  
Hotel Management**  
From 2007 to 2009

**Diploma in Hotel management.**

**Aruar BMDP  
Institution**  
2005 - 2007



**Aruar BMDP Institution**  
2005

**Higher Secondary Passed**

## Other Info

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### 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,.