

SRAYON RANA

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**CAREER OBJECTIVE**

To become a highly efficient & successful in handling revenue management, personnel management, corporate policy implementation, general administrative activities, training, as well as facilities management.

PROFILE SNAPSHOT

- Well versed with Front Office operations and revenue management with a total hospitality experience of 10 plus years with leading brand of hotels.
- Arranging and observing travel arrangements, liaising with hotels concerning accommodation, and commanding the effective rendering of facilities comprising housekeeping, transport, etc.
- Framing work direction and strategy for the teammates after out-and-out assessment of their abilities.
- Assuring steady operations at all times come what may and keeping proper etiquette as well as discipline by executing & adjusting the methods.
- Establishing service criteria and guidelines that serve as the benchmark for outstanding service delivery.
- Collaborating with other managers and staff members to formulate and implement policies, goals, procedures, and objectives.
- Working in sync with departments to attain harmonious working atmosphere and operational productivity.
- Keeping administration activities like office facilities, transport facilities, security services, etc. under the scanner to guarantee the constant guest delivery experience.
- Directing the official correspondence, mail management, fixed assets, etc.

EXPERIENCE SNAPSHOT

- Duty Manager – Radisson Blu, Kochi from March 2024 – till date
- Duty Manager – Novotel Hyderabad Convention Centre from May 2023 – till March 2024.
- Duty Manager – Radisson Blu Resort, Kumbhalgarh (Pre-Opening) from October 2022-till April 2023.
- Duty Manager - Intercontinental Chennai Mahabalipuram Resort and Spa from March 2022- till October 2022
- Assistant Manager Front Office – Mercure Hyderabad KCP from October 2019 till October 2021
- Team Leader Front Office – Novotel Guwahati GS Road from July 2017 till September 2019.
- Front Office Associate - Novotel Pune from November 2015 to May 2017.
- F&B Associate at Vivanta by Taj, Bengaluru from April 2015 to September 2015.

MAJOR SKILLS

- Front-office Operations
- Client Relationship Management
- Cash & Revenue Management
- General Administration
- Training & Development
- Resource Optimization

KEY RESPONSIBILITIES AREAS

- Responsible for Front office operations for the hotel, handling all guest and internal customer complaints in courteous and efficient manner.
- Ensuring smooth coordination between all the operational areas within front office and other related departments.
- Patrolling on time check-ins & check-outs along with ensuring minimal wait time for esteemed clients.
- Maintaining the Reputation Performance Score, Net Promoter Score, Hotel Ranking on Trust You, Trip Advisor, Booking.com, Expedia, etc.
- Securing compliance with all front office policies, payments, specified standards & procedures.
- Assuring satisfaction of guests' service from their arrival until their departure.
- Accountable for all Front Office operations in the absence of Front Office Manager.
- Checking received reservation requests daily followed by the input of reservation into the system & assigning rooms.
- Working on strategies to upsell breakfast, food & beverage to the guests.
- Supervising as well as training of staffs for the purpose of grooming them up for better efficiency & guest satisfaction.
- Working in F&B service for food ordering and feeding system in absence of F&B Manager.
- Helping House Keeping for making rooms with all processes as per brand standard.
- Teaching subordinates with the various SOPs of the brand and departments.
- Coordinating front office duties with various departments such as finance, housekeeping, sales and marketing.
- Responsible for enhancing revenue through Upsell of rooms and other facilities and reducing operational cost through proper indenting from Purchase department.
- Leaving no stone unturned in ensuring smooth functioning of the in-house pickups and drops service.
- Rolling out cab service offers to encourage the guests to avail hotel transport service in place of 3rd party or private cabs.
- Organizing fun filled staff get together & inculcating a feeling of healthy competition in them.

IT EXPOSURE

- Mail Clients – MS Outlook & IBM-Lotus Notes
- Property Management systems- Micros Opera v4, v5, v5.1, v5.4, v5.05, Opera Cloud
- Finance and Purchase Requisition Management system- Material Control
- Sales Management/Reservation Management system- TARS.
- Micros System for F&B orders and reports
- Microsoft Office

ALMA MATER

- B. B. A. from Chandigarh University (2024)
- Diploma in Aviation, Hospitality & Travel Management from Frankfinn Institute of Airhostess, Kolkata (2015).
- Higher Secondary from Kalayani Public School, Kolkata (2014).
- Secondary from Central Model School, Kolkata (2012).

PERSONAL DETAILS

Father's Name : Late Swapan Rana
Permanent Address : D-7/11, Karunamoyee Housing Estate, Sector II, Salt Lake, Kolkata-700091
Date of Birth : 11th November 1994
Languages Known : English, Hindi & Bengali
Current Location : Kochi

Date:

Srayon Rana