

RAKESH RANJAN

+91 9939726620

rakeshranjan.clarkinn@gmail.com

India

D.O.B - 5th Jan 1976

CAREER OBJECTIVE

To seek responsible position in an organization where I can make use of my technical skills and knowledge to achieve excellence through my dedication and hard work for organizations as well as my personal growth.

WORK EXPERIENCE

Spider protection service pvt - Patna, IN

Senior Manegar (Feb 2020 – Till Date)

Location:- India

- Responsible for generating banqueting business for the hotel
- Engaged in regulate client meetings and making sure their expectations are exceeded
- Establish client base of organizations, associations, social and corporate business through direct inside sales effort
- Develop and maintain relationships with key clients in order to produce group business

Hotel Clark inn - Patna, IN

Hotel General Manager (Feb 2007-Jan 2020)

Location:- India

- Oversee the operations functions of the hotel, as per the Organizational chart
- Hold regular briefings and meetings with all head of departments.
- Handling complaints, and oversee the service recovery procedures.
- Ensure all decisions are made in the best interest of the hotels and management.
- Closely monitor the hotels business reports on a daily basis and take decisions accordingly.
- Prepare a monthly financial reporting for the owners and stakeholders
- Act as a final decision maker in hiring a key staffs. Attending the guests and working on their complaints and queries
- Helping other staff member in their work execution. As per the requirement working for long hours including night

Hotel Grand Godwin - New Delhi, IN

Operations Manager (Jun 2003-Jan 2007)

Location:- Delhi, India

- Attending the guests and working on their complaints and queries
- Ensure that food areas and dining place are in good condition
- Assist in the other administrative work
- Managing the team of 62 staffs ➤ Providing training for new staff
- Hold regular briefings and meetings with staffs . Helping other staff member in their work execution

Hotel Patliputra Ashok - Patna, IN

Assistant Front Office Manager (Dec 1999- Jan 2003)

Location:- Patna , India

- In overall charge of a busy food and beverage operation.
- Executing vendors, line up and do confirm that they are doing well or not
- Effectively managing the daily operations Coordinating with the chef for the requirements

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- Managing food cost , Managing the food quality , Interacting with the guests
- **SKILL**
- Admirable experience of supervising working of all staff members and ensuring comfort of all guests
- Sound knowledge of various Health and Safety regulations
- Profound knowledge of performing work as per customer standards
- Ability to develop strategies to facilitate growth in hotel business
- Ability to design various financial processes for the hotel
- Proficient in communicating with guests

EDUCATION

Hospitality Manegment Diploma

Bharti Bidhya Bhawan Delhi. 1998

Bachelor in Science

J P University, 1996

Higher Secondary Certification (12th Std.)

Bihar State Board. 1993

Secondary School Certification (10th Std.)

Bihar State Board. 1990

HIGHLIGHTS

- Strong knowledge of hygiene and safety standards.
- Strong leadership Skills.
- Running a section independently
- Certified in Advance Excel
- Diligence and dedication to work
- A good memory and an eye for details
- Vast knowledge of different wines and spirits
- Ability to understand different kinds of people

COMPUTER SKILL

- MS Excel
- MS Word
- MS PowerPoint
- Internet Surfing
- Operating System

KEY COMPETENCIES

- Quality Control
- Problem Solving Capability
- Focus on aim
- Quick Learner
- Cost Management
- Positive Attitude
- Hard Working
- Punctuality
- Record Maintenance
- Leadership

PERSONAL DETAIL

Address: - Tinpulwa ,kadam gali Bankars calony Jakkanpur Jayprakesh nagar Parna 800001. Bihar India

Nationality:-Indian

Language Known:-Hindi, English

Hobbies:-Playing games, Listening Music

Rakesh Ranjan