

Curriculum Vitae



CAREER SUMMERY:

I am Self-disciplined and good at meeting deadlines. With the help of 15 years 'experience in Front Office operations & Guest's Service operations, enable myself good at strategic planning and also help me to understand and access the market better. I work for and to develop my organization as well as career to an optimum level, where I can implement my skills and have the opportunity to develop an enviable career.

EXPERT IN: | Strategic Planning & Prioritization Systems | Departmental Budgeting | Audit & Compliance | Resource Management & Optimization | General Administration | Front Office| Team Training & Development | Public, Corporate and Customer Relations

PERSONAL DETAIL:

Name:-Bishwajit Ray.

Date of Birth:-26th January1982.

Father's Name:- Late Mr. Bimal Chandra Ray.

Permanent Address: - Flat No – 504, Rajat Prime, Amlidih Main Road, Beside Water Tank, Raipur – 492006, Chhattisgarh

Contact no:-+91 9131417298

Language Known:-Hindi, English & Bengali

Marital Status:-Married

Height & Weight: - Height – 6 Ft / Weight – 88 Kg

Mail I.D:- bishroy82@gmail.com

ACADEMIC QUALIFICATION:

Education	Board	Year of Passing
Secondary Examination	West Bengal Board of Secondary Education (WBSE)	1998
Higher Secondary Examination	West Bengal Council of Higher Secondary Education (WBCHSE)	2000
3 Years Diploma in Hotel Management, Catering & Applied Nutrition	All India Council of Technical Education (AICTE)	2006

INDUSTRY EXPOSURE:

Company	Mayfair Lake Resort and Mayfair Golf Resort, Naya Raipur– 178 Rooms, 3 Bars, 2 Restaurants, 5 Banquet Halls, 2 Banquet lawns
Position	Front Office Manager (Pre-Opening Team Member)
Duration	25th July 2018 till Date
Major Events handling	Actively handled World Cup Hockey 2019 at Bhubaneswar, Orissa, Mini-parliamentary committee conference of HRM & GOI, 2020 at Raipur and 6 cricketing nations Road Safety World Series (RSWS) Cricket Tournament 2021 at Raipur, Chhattisgarh
Responsibilities	<ul style="list-style-type: none"> • Giving SOP training about the brand standards, arrival, departure, Room escort, room orientation, situation handling etc. • Keeps a Dept. Co-ordination meeting with other dept heads to make the strategic planning to avoid the daily operation hazards. • Prepare the strategic planning for the operations as room division is divided into 12 apartments. • Prepare list of necessary stationeries and the par stock for every one month. • Prepare departmental Checklist shift wise. • Organize training program upon the PM Straining. • Doing mock upon the completion of the each staff's training program. • Prepare report of "On Job Evaluation" for every staffs and send that to Training Head. • Prepare a report of SWOT analysis of the nearest competitive hotels in an area to understand the difference between our hotel with other competition hotels. • Prepare a report of Room layout of each guest floors. • Making the Fire Exit plan for rooms with the help of Engineering dept. and Housekeeping. • Prepare policy (like-Child policy, room guest's security policy etc.) for the department. • Prepare policy for the guest's in-room telephone connectivity and room- to-room call. • Staff recruitment as per the man power budget. • Making reports on the room sales like-Business Source report, Market Segment report, system generated MIS report, Comp set hotel's OTA status report, Hotel's OTA positioning report, Weekly Domicile report etc. • At last, keep a close look on the operations like- VIP arrival, daily room allocations, Single Lady Room allocation. Arrival & Departure confirmation, C-Form submission, Reservation mails updating, Daily reports send to different offices, Prepare daily E-Marketing Rate shopping report, Guest's preference Tracking report prepare and make sure a good co-ordination with other departments to update them about the daily information's and assist them to keep guest's amenities.

Company	Zone by The Park Hotels (Apeejay Surrendra Group), Raipur- 72 Rooms, 2 Bars, 2 Restaurants, 1 Disc, 6 Banquet Halls
Position	Front Office Manager
Duration	24 th Jan2018 till 18 th July 2018
Responsibilities	<ul style="list-style-type: none"> • Giving SOP training about the brand standards, arrival, departure, escort, room orientation, situation handling etc. • Handling Online Reputation Management tool (E.g. – Howazit, Trip Advisor). • Maintaining grooming check card on daily basis • Making pre-operational budget about staffing, room revenue, Expense. • Prepare list of necessary stationeries and their par stock for every one month. • Prepare departmental Check list shift wise. • Organize training program upon the PMS training. • Doing mock upon the completion of the each staff's training program. • Prepare report of "On Job Evaluation" for every staffs and send thatto Training Head. • Prepare the in room Directory and city's center of attraction. • Prepare a report of the business growth for the nearest competitive hotels in an area. • Prepare a report of Room layout on each guest floors. • Making the Fire Exit plan for rooms with the help of Engineering dept. And Housekeeping. • Prepare policy (like-Child policy, room guest's security policy etc.)for the department. • Prepare policy for the guest's in-room telephone connectivity and room- to-room call. • Giving training to the staffs on the Brand Loyalty Program (PATP). • Staff recruitment as per the man power budget. • Looking after the Health SPA section like-monitoring the day-to-day • Appointments, guest's preference tracking. • Making reports on the room sales like-Business Source report, Market Segment report, system generated MIS report, Comp set hotel's OTA status report, Hotel's OTA positioning report, Weekly Domicile report etc. • At last, keep a close look on the operations like- VIP arrival, daily room allocations, Single Lady Room allocation. Arrival & Departure confirmation, C-Form submission, Reservation mails updating, Daily reports send to different offices, Prepare daily E-Marketing Rate shopping report, Guest's preference Tracking report prepare and make sure a good co-ordination with other departments to update them about the daily information's and assist them to keep guest's amenities.

Company	Zone by The Park Hotels (Apeejay Surrendra Group), Raipur-72Rooms, 2 Bars, 2 Restaurants, 1 Disc, 06 Banquet Halls
Position	Front Office Manager(Pre-Opening Team Member)
Duration	24 th May 2016 till 25 th Nov 2017
Responsibilities	<ul style="list-style-type: none"> • Giving SOP training about the brand standards, arrival, departure, escort, room orientation, situation handling etc. • Maintaining grooming check card on daily basis • Making pre-operational budget about staffing, room revenue, Expense. • Prepare list of necessary stationeries and the par stock for every one month. • Prepare departmental Checklist shift wise. • Organize training program upon the PMS training. • Doing mock upon the completion of the each staff's training program. • Prepare report of "On Job Evaluation" for every staffs and send that to Training Head. • Prepare the in room Directory and city's center of attraction. • Prepare a report of the business growth for the nearest competitive hotels in an area. • Prepare a report of Room layout on each guest floors. • Making the Fire Exit plan for rooms with the help of Engineering dept. And Housekeeping. • Prepare policy (like-Child policy, room guest's security policy etc.)for the department. • Prepare policy for the guest's in-room telephone connectivity and room- to-room call. • Giving training to the staffs on the Brand Loyalty Program (PATP). • Staff recruitment as per the man power budget. • Looking after the Health SPA section like-monitoring the day-to-day Appointments, guest's preference tracking. • Making reports on the room sales like-Business Source report, Market Segment report, system generated MIS report, Comp set hotel's OTA status report, Hotel's OTA positioning report, Weekly Domicile report etc. • At last, keep a close look on the operations like- VIP arrival, daily room allocations, Single Lady Room allocation. Arrival & Departure confirmation, C-Form submission, Reservation mails updating, Daily reports send to different offices, Prepare daily E-Marketing Rate shopping report, Guest's preference Tracking report prepare and make sure a good co-ordination with other departments to update them about the daily information's and assist them to keep guest's amenities.

Company	Zone by The Park Hotels (Apeejay Surrendra Group), Jaipur- 47Rooms, 2 Bar, 1 Restaurant, 2 Banquet Halls
Position	Assistant Front Office Manager (Pre-Opening Team Member)
Duration	20thNov2014–05 th May2016
Responsibilities	<ul style="list-style-type: none"> • Giving SOP training about the brand standards, arrival, departure, room escort, room orientation, situation handling and Brand believes etc. • Making pre-operational budget about staffing, room revenue, Dept. Expense. • Prepare list of necessary stationeries and their par stock for every one month. • Prepare departmental Check list shift wise. • Organize training program upon the PMS training. • Doing mock upon the completion of the each staff's training program. • Prepare report of "On Job Evaluation" for every staffs and send that to Training Head. • Prepare the in-room Directory and city's centre of attractions. • Prepare a report of the SWOT analysis of the nearest competitive hotels in an area to understand the difference in facilities and other amenities. • Prepare a report of Room layout Map according to each guest floors. • Prepare policy for the department. • Prepare policy for the guest's in-room telephone connectivity and room- to-room call. • Giving training to the staffs on the Brand Loyalty Program(PATP). • Staff recruitment as per given budget. • Maintaining a record of newly contracted TA and Corporate Company's Rate and validity. • LookingaftertheHealthSPAsectionlike-monitoringtheday-to-dayAppointments, guest's preference tracking.

Company	Orchid Cabbana– A Resort, Spa &Convention Centre, Phagwara, Punjab – 47 rooms, 2 Restaurants, 1 Bar, 3 Banquet Lawns,1 Convention Hall, 3 Banquet Halls
Position	Assistant Front Office Manager
Duration	17 th Oct 2013 – 25 th October2014
Responsibilities	<ul style="list-style-type: none"> • Preparing the future Business Development strategy and maintain the “Business on Books” to have the idea about the future revenue forecasting • Preparing report of business Forecasting, Geographical productivity report, Front Office Budget, Market Segment report, Snag report and sometimes Daily Sales Report • Assuring smooth cashiering shift wise. • Managing the day-to-day Operation related to inter-dept. coordination to ensure the Guest’s satisfaction. • Managing financial performance. • Managing the Staff training on daily basis & recruitment program • Managing the Room’s Inventory & Room’s Rates in different Online Travel Portals (OTA) – Online Channels handling. Reputation Management handling. • Managing the Online Best Available Rates of the hotel on Daily basis as per the occupancy level and demand.

Company	Ramada Jalandhar City Centre, Jalandhar– 82 Rooms, 2 Restaurants, 2 Bars, 3 Banquet Halls
Position	Assistant Manager –Front Office
Duration	15 th March' 13 –06 th September' 13
Responsibilities	<ul style="list-style-type: none"> • Give training to the team with shift checklist and on the loyalty membership "Wyndham Rewards". • Maintain the OTA rates, Channel Manager, Online Inventory management on daily basis and make the report of the Comp. set Hotel's tariff and Sold out dates. • Handling Online Reputation Management. • Maintain the Guest Satisfaction Index on regular basis and send report to Front Office Manager and General Manager. • Staff's Recruitment and preparing daily Duty Roster. • Prepare the list of City's Events, Long Holidays to get the maximum business and maintain the inventory & tariff accordingly. • Overlooking daily Operations like- VIP Arrivals, Single Lady arrivals, Cashiering, securitizing the check out bills, arrival registration card, Foreigner's C-Form submission etc. • Verifying the day to day Room reservation mails, Guest's Registration Card, Check out bill folios. • Over-Looking Reservation correspondence, daily room allocations, C-Form submission etc. • Conduct Staff's training program, evaluation and On Job Evaluation and correspondence report preparation. • Overlooking the day to day arrival guest's preference tracking, their request tracking, Pick & Drop request tracking etc.

Company	Radisson Windsor, Jalandhar, Punjab – 62 Rooms, 3 Restaurants, 2 Bars, 1 Pool side Lawn, 4 Banquet Halls
Position/Title	Senior Front Office Executive
Duration	08 th May'2010–13 th March'2013
Achievements	Awarded by <u><i>"Best Employee of the Year"</i></u> in 2010-2011
Responsibilities	<ul style="list-style-type: none"> • Responsible for making Daily Sales Report, E-Marketing Pick up report, Comp-set hotels occupancy report and Flash Report. • Handling Online Reputation Management. • Maintain coordination with other Dept to exchange the information like- VIP arrival, Single Lady Arrival etc. • To make sure the guest's smooth check in & check out, Room allocation, Guest's Preference tracking. • Daily VIP arrival, Single Lady Arrival room's checking, welcome arrangement. • Taking guest feedback and comments. Also responsible to send the Guest's Welcome mail and Thank you mail. • Prepare the Night Audit Reports on daily basis and also to send the daily Flash Report, Arrival report, Departure Report, In-house report, Rate Variance Report, Rate posted for the Day report etc. • Managing the room reservation and their correspondence on regular basis. • Responsible for the day to day arrival guest's preference tracking, their request tracking, Pick & Drop request tracking etc. • Managing the Staff's Duty Roster. • Arrival & Departure control maintenance. • Staff's training program to be conducted for the new joiners and also to maintain the grooming standard. • Overlooking the daily arrival's room assignment.

Company	Country Inn & Suites by Carlson, Jalandhar – 45 Rooms, 3 Restaurants, 2 Bar, 4 Banquet Halls, Banquet Lawn
Position/Title	Front Office Supervisor
Duration	16 th April' 2008–06 th May' 2010
Responsibilities	<ul style="list-style-type: none"> • To make sure the guest's smooth check in & check out, Room allocation, Guest's Preference tracking. • Daily VIP arrival, Single Lady Arrival room's checking, welcome arrangement. • Taking guest feedback and comments. Also responsible to send the Guest's Welcome mail and Thank you mail. • Prepare the Night Audit Reports on daily basis and also to send the daily Flash Report, Arrival report, Departure Report, In-house report, Rate Variance Report, Rate posted for the Day report etc. • Managing the room reservation and their correspondence on regular basis. • Responsible for the day to day arrival guest's preference tracking, their request tracking, Pick & Drop request tracking etc. • Managing the Staff's Duty Roster. • Arrival & Departure control maintenance. • Staff's training program to be conducted for the new joiners and also to maintain the grooming standard.

Company	Aveda Nirvana, Ludhiana– 84 Rooms, 3 Bars, 3 Restaurants, 1 Convention Centre, 4 Banquet Halls, 2 Banquet Lawns
Position/Title	Guest Service Representative
Duration	11 th July' 2006 – 11 th April' 2008
Responsibilities	<ul style="list-style-type: none"> • To make sure the guest's smooth check in & check out • Facilitated the Night Auditing and preparing Night report • Managing the room inventory during shifts. • Guest Escorting to room, room orientation. • Guest's Arrival & Departure Register maintain, guest's profile maintenance, guest's request log maintain, Front Office Log Book maintain. • Preparing Front Office Manager's report, Day End report, DSR.

Company	Oberoi's Trident Hilton, Jaipur - 149 Rooms
Position/Title	Industrial Training Program (6months)
Duration	Oct' 2005–March'2006

Computer Knowledge:

Worked in different hotel's PMS software's as like-

- Micros Fidelio(1 year),
- Prologic First (1.6years),
- Micros Fidelio Opera 5.0.1version(5years),
- Prologic First (WISHNET),Shaw-Man6.100.3version(1year)
- IDS Next6i Gen (4years and till date)
- IDS Fx Cloud- 1.25 version (1 year)

Activity:

- **Extra-curricular Activities:-**Playing indoor games like- carom, fuss ball & watching knowledge based documentary on Latest Technology, Wild Life adventures etc.
- **Hobby:-**Photography & Travelling.

Reference:

Mr. Pinak Ranjan Guha [Corporate Dept. General Manager, Sales & Marketing, Mayfair Hotels & Resorts] – 8240071607 / pinak.guha@mayfairhotels.com

Signature: -

Date:-