**Name : GANESH DIVAKAR**

Date of Birth : 6TH FEB 1988,

Permanent Address : THAKARVADI KHANDALA, MAVAL

DIST-PUNE (MH) PIN-410301,

Gender : Male.

Marital Status : married.

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* **CAREER OBJECTIVE**

My ambition is to gain challenging experience in the hotel and tourism industry, where I can be a part of a dynamic and innovative organization.

* **ACADEMIC QUALIFICATION**
* Completed S.S.C India Maharashtra Board may 2005
* Completed H.S.C India Maharashtra Board may 2007
* B.A Second Year Appear
* **I have done 6 Month of cross training in Reservation.**

**Job Profile**

* Processes reservations by mail, telephone, telex, cable, fax or central reservation systems referral.
* Processes reservations from the sales office, other [hotel](https://setupmyhotel.com/homepage/hotel-management-glossary/hotel.html) departments, and travel agents.
* Knows the type of rooms available as well as their location and layout.
* Knows the selling [status](https://setupmyhotel.com/homepage/hotel-management-glossary/room-status.html), rates, and benefits of all [packages](https://setupmyhotel.com/homepage/hotel-management-glossary/package.html) [plans](https://setupmyhotel.com/homepage/hotel-management-glossary/meal-plan.html).
* Knows the [credit](https://setupmyhotel.com/homepage/hotel-management-glossary/credit.html) policy of the hotel and how to code each reservation.
* Creates and maintains reservation records by date of arrival.
* Prepares letters of confirmation.
* [Communicates](https://setupmyhotel.com/homepage/hotel-management-glossary/communicate.html) reservation information to the [front desk](https://setupmyhotel.com/homepage/hotel-management-glossary/front-office-department.html).
* Processes cancellations and modifications and promptly relays this information to the front desk.
* Understands the hotel's policy on [guaranteed reservations](https://setupmyhotel.com/homepage/hotel-management-glossary/guaranteed-reservations.html) and [no-shows](https://setupmyhotel.com/homepage/hotel-management-glossary/no-show.html).
* Processes advance deposits on reservations.
* Tracks future room availabilities on the basis of reservations.
* Prepares expected arrival list for front office use.
* Monitors advances deposit requirements.
* Makes sure that files are kept up to date.
* Making booking confirmation letter.
* Handling channel manager to update the room availability
* **WORKING EXPERIENCE**
* **Worked with IVORY GRAND HOTEL APARTMENT pvt Ltd at Albarsha-1 Dubai as a Front office Associate from 14th Sept 2014 to 31 May 2021**
* **Job Profile**
* Greets the VIP guests of the hotel. As directed by the [Front office Manager](https://setupmyhotel.com/homepage/hotel-management-glossary/front-office-manager.html), Performs special services for VIP Guest’s.
* Assists in VIP’s [arrival](https://setupmyhotel.com/homepage/hotel-management-glossary/arrival.html) [departure](https://setupmyhotel.com/homepage/hotel-management-glossary/departure.html) in absence of guest relation officers.
* Checks cleanliness of lobby and [public areas](https://setupmyhotel.com/homepage/hotel-management-glossary/public-area.html) lights and as well as front office staff in proper and orderly appearance and behavior.
* Checks on [registration cards](https://setupmyhotel.com/homepage/hotel-management-glossary/registration-card.html) of arriving guests and ensures all information should be filled on each cards either by Guest Relation Officers or the guests.
* Gives the instructions to the Night [Reception](https://setupmyhotel.com/homepage/hotel-management-glossary/reception.html), during the high [occupancy](https://setupmyhotel.com/homepage/hotel-management-glossary/occupancy.html) periods, regarding: [walk-in](https://setupmyhotel.com/homepage/hotel-management-glossary/walk-in.html) guests and release room blocked because of no- shows
* Assists in handling room lock problems.
* Prepares and checks for VIP’s arrival and [escorts](https://setupmyhotel.com/homepage/hotel-management-glossary/escort.html) guests to rooms.
* Co-ordinates with all departments concerned in order to maintain Front Office [functions](https://setupmyhotel.com/homepage/hotel-management-glossary/functions.html) properly.
* Handles guest complaints and other related problems and reports on the Assistant Manager’s [log book](https://setupmyhotel.com/homepage/hotel-management-glossary/log-book.html).
* Assists reception, business centre, [cashier](https://setupmyhotel.com/homepage/hotel-management-glossary/cashier.html), concierge and [bell captain](https://setupmyhotel.com/homepage/hotel-management-glossary/bell-captain.html) during they are busy.
* Answers guests inquire, handle complaints and attend to the needs of the guests.
* Approves and sign for [allowances](https://setupmyhotel.com/homepage/hotel-management-glossary/allowance.html), [rebates](https://setupmyhotel.com/homepage/hotel-management-glossary/rebate.html) etc., as required by Front Office Cashier.
* Promotes and maintains good public relations.
* Motivates and maintains good staff relations.
* To responsible for front office operation during the absence of [Front Office Manager](https://setupmyhotel.com/homepage/hotel-management-glossary/front-office-manager.html) (HO).
* To discuss all matters that needed to follow up with the next shift Reception Manager.
* Approves the working [schedule](https://setupmyhotel.com/homepage/hotel-management-glossary/schedule.html) for the front office attendants and submits them to front office manager
* Assigns and Approves Duty roster for all [Front desk](https://setupmyhotel.com/homepage/hotel-management-glossary/front-office-department.html) staffs.
* **Worked with the MONTERIA RESORT Pvt Ltd at Raigad India as Front office Associate from 8st May 2013 to 30/08/2014.**

**Job Profile**

* Making of Check-in & Check-out of guest.
* Preparing Computerized Bills & Statement.
* Handling the daily petty cash, and monthly expenses.
* Attain Guest complaints.
* Telephonic communication regarding Booking & other services.
* Maintaining the Booking Register for every particular month.
* Online Reservation from companies and from guests.
* Communicate with upper level staff and middle level staff.
* Making Cash vouchers & Debit vouchers.
* Making journal entries, handling cash, credit card settlement, and day to day transactions.
* Doing night Audit
* **Worked with Lagoona Resort Pvt Ltd at Lonavla India as Front office Associate from 1stfeb 2012 to 15th April 2013**

**Job Profile**

* Leading front office team
* Ensure daily front office operations are smooth
* Supervising front desk agents, bellman, drivers
* Handling Car or travel desk arrangements
* Ensure to conduct briefings and policies and right working process are briefed to staff.
* **Worked with MONTERIA RESORT Pvt Ltd at Raigad India as Front office Associate from 1st August 2010 to 7th December 2011**

**Job Profile**

* Handling one shift, supervising front office staff including drivers & bell boys
* Handling guest complaints, queries
* Reporting to Front office mgr.
* Supervising one point contact service center
* Check ins, check outs, airport pickups & drops
* Training front office staff
* Conducting briefing
* **Worked will VELVET COUNTRY PVT.LTD Lonavla India as front office assistant from 5th March 2009 to 15th May 2010**

**Job profile**

* Reporting to FOM
* Check ins, check outs
* Coordinating with other departments for guest needs
* Helping GRE to update VIP arrivals
* Tracking guest airport pickups & drops
* Guest complaints, queries
* **COMPUTER SKILLS & SOFTWARE**
* Well Verse with WINHMS & Hotsys software. IDS
* System Engineering in computer hardware and networking.
* Assigned Ip Address..Windows installation /red hat/ printer sharing/Hardware installations.
* Knowledge about Micros &Opera System.
* Microsoft office word 2007
* Internet Explorer
* **LANGUAGES –** English, Hindi, Marathi Arabic
* **HOBBIES –** Reading Books, Sports, Dancings.