

**Imran Ashraf**

+91916354201

[imran123india@gmail.com](mailto:imran123india@gmail.com),

**Synopsis:*3 years Diploma in Hotel Management( Distance Education)***and having more than ***10years*** of experience in Front Office and reservations in Hotel industry.

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| **WORK EXPERIENCE/CAREER HISTORY** |

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|  | **Organization: Narayani Heights Hotel and Resorts Ahmadabad.(110 keys)**  **Designation : Duty Manager**  **Duration : 8th January 2020 to 30th January 2021.**  **Roles & Responsibilities:**  **Greet The VIP Guests of the hotel Perform special services to VIP guests.**  **Assists in VIP arrival and departure in absence of Guest Relation Officer.**  **Check all cleanliness of lobby area Porche area and lobby washrooms and all front desk staffs grooming**  **and appearance behaviour.**  **Assists reception business centre cashier concierge and bell captain during they are busy.**  **Promotes and maintains good public relations.**  **To Responsible for front office operation during the absence of front office manager.**  **Assigns and aproves duty roster for all front desk staffs.** |
|  | **Organization: Haywizz Hotels and Resorts Andaman &Nicobar**  **Designation : Front office Controller**  **Duration : 12th January 18 to 30th August 2020.**  **Roles & Responsibilities:**  **Managing and training the concierge night auditor and team of front desk.**  **Ensuring the front desk provides a professional and friendly service for customers.**  **Dealing with customers including handling complaints when they came to desk.**  **Scheduling your staff Rota.**  **Take Briefing of front desk staff daily in the morning.**  **Liaising with other Department Hod,s.** |
|  | **Organization: Retro Café and Bristo, Maldives**  **Designation: Guest Service Manager**  **Duration: 30th Aug 2018 to 9th December 2019 .**  **Roles & Responsibilities:**    **Ensuring and Providing flawless, upscale, professional and high class guest service experience.**  **Analayzing customer feedback and providing strategic direction to continuously improve overall**    **Rating.**  **Responding to guest needs and anticipating their unstated ones.** |
|  | **Organization:** *Alcott Town Planners, Gurgaon, India*  **Duration:** May 2016 – Jul 2017  **Designation: Asst Front Office Manager.**  **Roles & Responsibilities:**   * Trains New Guest Services Department Personnel. * Answers Letters of Inquiry Regarding Rates and Availability. * Maintains thorough knowledge Of the Room Rack Locations Types of Rooms, Room Rack Operations, Package Plans, and Hotel Facilities. * Maintains a detailed knowledge about the hotel's services and hours of operations. * Display a pro-active and leading role in terms of service, culture, development, team image, systems, procedures and skill development.   • Take reservations using the hotel reservation system, ensuring maximum occupancy and rates |
|  | **Organization: Royal Retreat**  **Designation: Senior Front Office Executive**  **Duration: September 2013-15th May 2016** |
|  | **Organization:** *Park Land Hospitalities Pvt Ltd, New Delhi, India*  **Designation: Front Office Executive**  **Duration:** May2012 – August -2013 |
|  | **Organization:** *Royal Retreat, Gurgaon*, India  **Designation:** Front Desk Associate  **Duration:** July 2008 – 30th April 2012 |

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| **EDUCATION** |

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| **Name of the Course** | **University** | **Duration** | **Subjects** |
| Diploma in Hotel Management (Distance Education) | EILM University, India | 2008 - 2011 | Hotel Management |
| Senior Secondary School (Class 12th) | BIECB, Patna, India | 2005 | Commerce |

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| **EXTRA-CURRICULAR ACTIVITIES** |

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|  | Have a literary bent of mind; won many prizes in quiz, essay writing competitions at school levels |

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| **PERSONAL & OTHER DETAILS** |

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| IT Exposure | Hotel Management Software (IDS,WINSAR)MS OFFICE, Good Internet search skills, Web 2.0 & social media | |
| Languages | English, Hindi, Urdu, Arabic(Reading Only) | |
| Date of Birth | March 01, 1987 | |
| Marital Status | Single | |
| Passport Details | Indian National Passport; Number : J 5003422; issued at Patna, India and expiring on Nov 25, 2020 | |
| Resident Address | Phonix Bay Portblair ANDAMAN AND NICOBAR | |
| Permanent Address | Karam Ganj, Laheria Sarai, Darbhanga, Bihar – 846001, India | |
| References | On request |  |

**Trustworthy & True**

(Imran Ashraf)