



Vayu Bhalla

HOUSE NO 205 BAHARA SAUDAGAR PASCHIM BHAG – 1 SAHAR KOTWALI HARDOI 241001

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Objective:

- To work in a leading organization where I can utilize my skills to contribute to the success of the organization using my knowledge and experience. I always strive to ensure the guests of my company are well looked after and carry memorable experiences.

Profile Summary:

- A competent professional with 9 years of work experience in:
~ Customer Relation Management ~ Front Office Operations
~ Reservation Handling ~ Business Management
- In depth knowledge of maintaining high standards for overseeing front desk operations.
- Hands on experience in evaluating guest satisfaction levels and working toward continuous support.
- Specialize in anticipating needs as much as possible to minimize guest complaints and inconveniences.
- Process oriented and experience in supervising and managing all aspects of the front office.

Core Competencies:

- Proficient in Opera, Reserve, Madelia & IDS.
- Effective customer service skills
- Strong leadership qualities
- Ability to work well under pressure
- Proficient verbal and written communication skills
- Strong sense of responsibility

Organizational Experience:

- **RADISSON LUCKNOW CITY CENTER**
(Radisson Hotel Group)
As Duty Manager (Nov 2018 – Oct 2020)
- **RAMADA PLAZA VARANASI**
(Wyndham Hotels Corporation)
As an Assistant Manager (Dec 2017 – Nov 2018)
- **HYATT PLACE HAMPI**
(Hyatt Hotels Corporation)
As Team Leader FRONT OFFICE (April 2015 – Dec 2017)
- **HYATT PLACE HAMPI**
(Hyatt Hotels Corporation)
As Front Office Associate since pre-opening stage. (November 2012 – March 2015)
- **LE MÉRIDIEN JAIPUR**
(Starwood Group of Hotels)
As Front Office Associate (Mar 2011 – Nov 2012)

Duties:

- Leading the team by giving them appropriate guidance and helping them in their role.
- Responsible for day-to-day Front Office Operations.
- Effectively resolve Guest complaints and queries.
- Handle Night Shift operations as a Night Duty Manager and Auditor.
- Guest Relations and satisfaction survey track.
- Solving and rectifying guest complaints.
- Ensure all guests are comfortable at all times.
- Handling of Reservations via emails and calls.
- Coordinating with Group arrivals & departures & their itineraries.
- Conducting training classes for the front office team
- Upholding outstanding levels of administrative and operational standards.
- Training team on SOP's.
- Accurately filling in administrative records and relevant paperwork.
- Drive the department about the Loyalty Program.

Trainings:

- **ITC MUGHAL – LUXURY COLLECTION HOTEL**
Industrial Training in all 4 major departments (April – September 2008)

Achievements:

- Awarded with HYSTAR DIAMOND / PLATINUM & GOLD LEVEL certificates for OUTSTANDING GUEST CARE.
- Awarded with OUTSTANDING GUEST SERVICES AWARD at LE MÉRIDIEN JAIPUR.
- Recommended by many of the guests over TRIP ADVISOR REVIEWS.

Education:

- Bachelor of Science in Hotel Management from DR. MPS MEMORIAL COLLEGE affiliated to PUNJAB TECHNICAL UNIVERSITY
- Higher Secondary Education in Science, 2006
From ST. JAMES SCHOOL affiliated by CBSE BOARD
- Sr. Secondary Education in Science, 2003
From ST. JAMES SCHOOL affiliated by CBSE BOARD

Personal Details:

Father's name : Mr. Rajesh Nath Bhalla

D.O.B. : 16 JANUARY 1988

Gender : Male

Nationality : Indian

Marital status : Married