

Virendra Patel



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OBJECTIVE:

I am a determined individual that loves challenging environments and loves to keep learning every day, so that the use of knowledge and skills come at ease. This allows me to create great opportunities for growth, development and effectively contribute to achieve the company's goals, along with my own & if given a chance, I can make the difference.

KEY SKILLS:

Extremely hard working, honest, enthusiastic, creative, innovative, spontaneous, have good observational skills, good problem-solving skills, good communication skills, good interpersonal skills, flexible, computer knowledge, leadership qualities, quality assurance, good in planning & scheduling and very fluent in written and spoken English.

WORK EXPERIENCES:

Longuinhos Beach Resort Goa:- (Front Office)

-Key rooms: 53

-Designations Assistant Front Office Manager (HOD)

Tenure: Nov, 2020 to Present

Responsibilities:

- Overlooking entire front office department including reservations, concierge, Having Check In's & Check Out's done. Handling cash. Ensuring all cash drops for each employee is dropped. Generating Refund Papers if any service recovery is done for a guest. Conducting trainings, overlooking the associates, raising Amenity Vouchers and organizing special occasions for guests. Handling complaints when required, Following up pending Post Master closure. Assigning a staff for giving departure calls. Ensure all online C Forms & registration cards are updated, handling department inventory, stock of stationary & other requirements. Give courtesy calls, sell spa packages and make restaurant reservations & upsell rooms. Prepared Daily Vehicle Transport Sheet. Selling, designing & coordinating leisure & special occasion packages, sightseeing & transportation.

The Red Maple Mashal Indore: (Sales & Marketing)

- Key rooms: 36

- Designation: Assistant Manager Sales & Marketing

- Tenure: January 2020 to March 2020

Responsibilities: Assist Marketing Manager in planning and supervising marketing operations to achieve revenue target. Coordinate with Brand

Manager in developing **marketing** plan and budget. Generate **sales and marketing** reports to **management** when needed.

Best Western Plus 02, Indore: (Front Office Department.)

- **Key Rooms:** 102.
- **Designation:** Duty Manager
- **Tenure:** 1st March 2018 to 4th Dec 2019.
- **Responsibilities:** Ensuring that all staff is trained well in the overall policies, procedures and guest handling situations. Handling conference groups of 20 - 250 pax, having the duty roster made on weekly basis on rotational basis, ensuring that the rooms were blocked for the next 2 – 3 days to avoid errors with guest check in delays and housekeeping getting the rooms ready. Online C forms & registration cards are to be checked. All in-house rates to be checked before running the night audit. Overlooking department inventory, stock of stationery & other requirements. Preparing the Daily Briefing Sheet, handling guest's complaints, having a follow up log kept for other shift in charges and having an overall department audit done on a weekly basis.

Resort Rio Goa: (Front Office Department.)

- **Key Rooms:** 232
- **Designation:** Front Office Executive
- **Tenure:** Feb 2017 – Nov 2017.
- **Responsibilities:** Assigning Check In's for staff and blocking rooms, accordingly, Handling a cash float of INR 1,10,000/-. Ensuring all cash drops for each employee is deposited. All retention rooms are charged for as per finance & reservations instructions. Generating Refund Papers if any service recovery is done for a guest. Conducting trainings, enrolling World of Hyatt Members for the loyalty program, overlooking the associates, raising amenity vouchers and organizing special occasions for guests. Handling complaints when required, Following up pending post master closure. Assigning a staff for giving departure calls, handling conference groups of 10 - 250 pax, ensuring all in house guests rates are checked before running the night audit, learn rooms controlling & cross train others, ensure all online C Forms & registration cards are updating, handling department inventory stock of stationery & other requirements. Give courtesy calls, sell spa packages and make restaurant reservations & upsell rooms.

Marbela Beach Resort Goa: (Front Office Department.)

- **Key Rooms:** 30
- **Designation:** Front Desk Manager
- **Tenure :** Nov, 2015 to –Feb, 2017.
- **Responsibilities:** Overlooking entire front office department including reservations, concierge, Having Check In's & Check Out's done. Handling cash. Ensuring all cash drops for each employee is dropped. Generating Refund Papers if any service recovery is done for a guest. Conducting trainings, overlooking the associates, raising Amenity Vouchers and organizing special occasions for guests. Handling complaints when required, Following up pending Post Master closure. Assigning a staff for giving departure calls. Ensure all online C Forms & registration cards are updated, handling department inventory, stock of stationery & other requirements. Give courtesy calls, sell spa packages and make restaurant reservations & upsell rooms. Prepared Daily Vehicle Transport Sheet. Selling, designing & coordinating leisure & special occasion packages, sightseeing & transportation.

ITC WH Noor-Us-Sabah, Palace, Bhopal: (Front Office Department).

- **Key Rooms:** 57
- **Designation:** Front Office Associates
- **Tenure:** April 2012 – Oct, 2015.

- **Responsibilities:** Having Check In's& Check Out's done. Handling cash.Ensuring all cash drops for each employee is dropped. Generating Refund Papers if any service recovery is done for a guest. Conducting trainings, overlooking the associates, raising Amenity Vouchers and organizing special occasions for guests. Handling complaints when required, Following up pending Post Master closure.Assigning a staff for giving departure calls. Ensure all online C Forms ®istration cardsare updated, handling department inventory, stock of stationary & other requirements. Give courtesy calls, sell spa packages and make restaurant reservations &upsell rooms. Prepared Daily Vehicle Transport Sheet. Selling, designing &coordinating leisure &special occasion packages, sightseeing &transportation

The Residency Hotel, Bhopal.(Front Office)

- **Key Rooms:** 54
- **Designation:**Front Office Associate
- **Tenure:**April2010 – March, 2012.
- **Responsibilities::** Having Check In's& Check Out's done. Handling cash.Ensuring all cash drops for each employee is dropped. Generating Refund Papers if any service recovery is done for a guest. Conducting trainings, overlooking the associates, raising Amenity Vouchers and organizing special occasions for guests. Handling complaints when required, Following up pending Post Master closure.Assigning a staff for giving departure calls. Ensure all online C Forms ®istration cardsare updated, handling department inventory, stock of stationary & other requirements. Give courtesy calls, sell spa packages and make restaurant reservations &upsell rooms. Prepared Daily Vehicle Transport Sheet. Selling, designing &coordinating leisure &special occasion packages, sightseeing &transportation

Hotel Amer Greens, Bhopal (Front Office)

- **Key Rooms:** 54
- **Designation:**Job Trainee
- **Tenure:**June 2009 – Jan, 2010.

Other Experience: 03 years experience in Teaching (2005 to 2008).

- **SOFTWARE EXPOSURE:**

Property Management System.

- Maya Software
- Protel
- IDS v6.5/6
- Win HMS v6.6

- **IT EXPOSURE:**

- - MS Outlook.
- - MS Word.
- - MS Excel.

PROFESSIONAL EDUCATION:

- Completed One year Diploma in Aviation &Hospitality Management in 2009.

EDUCATION:

- Completed M.A. in English Literature from Safia Arts and Commerce College Bhopal, affiliated with Barkatullah University, Bhopal in 2014.
- Completed B.A. with Computer Application from Gyanodaya College affiliated with Dr. Hari Singh Gaur University, Sagar in 2008.
- Completed Higher Secondary from M.P. Board, Bhopal in 2005.
- Completed High School from M.P. Board, Bhopal in 2002.

DECLARATION:

I hereby state that all the information stated above is correct and is not false or misleading.

(Virendra Patel)
