

Curriculum Vitae



CAREER SUMMARY:

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 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 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 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), Raipur-72Rooms, 2 Bars, 2 Restaurants, 1 Disc, 06 Banquet Halls
Position	Front Office Manager(Pre-Opening Team Member)
Duration	24th May 2016 till 25th 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	20th Nov 2014–05 th May 2016
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. • Looking after the Health SPA section like monitoring the day-to-day Appointments, 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>“Best Employee of the Year”</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:-