

Pankaj

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Summary

- An enthusiastic, positive and Goal-oriented self-starter professional with **5+ years of rich experience** in Sales, Reservations, Revenue, administration, CRM and Account Management domain.
- Functional expertise in handling and counseling clients with a key focus on generating new & repetitive business opportunities through value addition and end-to-end assistance in a timely fashion.
- Outstanding success in formulating and implementing process-driven working methodologies to achieve insistent and meaningful results.
- Personable & flexible; ability to work independently and in a team (located locally and across borders) for achieving targets within committed deadlines.
- Skilled at building positive relationships and communicating well with patrons of all socioeconomic backgrounds.

Work Experience

June 2015 to Present

**Aamod Resort
(Tarangan Leisure Private Limited)**

Gurgaon

Assistant Manager (April 2018 to Present) – Sales, Reservation, Administration & Revenue

Main role and responsibility:-

- Managing Reservations in terms of handling call and Email with the endeavor to materialize maximum number of queries (For all 10 Leisure Location's Resorts).
- Responsible for Revenue Management & Electronic Distribution of the company.
- Following the SOP's, Policies and maintaining the reservation department as per "Aamod" standards.
- Assist the Sr. VP in determining special rates and advising any low occupancy or sold out dates.
- Liaison with sale team for valley dates and sold out dates. Charting and follow-ups for group blocks – leisure/Adhoc.
- Responsible for achieving set targeted room nights, revenue and renewals for the direct and OTA's which constitutes the 30% of the total hotel sale.
- Promote the packages and promotional offers from reservation office.
- Ensure website booking process is maintained up-to-date and functional.
- Rate and Inventory management, weekend and weekday pricing, MLOS and room type sell strategy.
- To monitor competitor pricing for all revenue generating department, understand the dynamic of local market and demand generators.
- Responsible for the best practice standards like: competitor analysis, distribution yield management; length of stay yield management; inventory availability by channel; pricing control and new pricing concepts.
- Manage relationship with key OTA's. Sign up with OTA's locally and globally with business potential for hotels.
- Manage all channels and ensuring rate parity across all channels as per the set standards.
- Preparing & managing Daily, Weekly, Monthly Revenue & Reservations reports for competition, history and future analysis.
- Managing third party websites with channel manager and extranet in a process to manage inventory and hence on overbooking so as to maximize revenue.
- Maintain professional and close contact with customers, travel agents, guests and competition to earn goodwill and incorporate recommended changes in services and amenities.
- Managing the branding with guest reviews on different OTA, Trip advisor and website etc.
- Ownership and accountability for specific Hotel contracting to OTA.

Achievement: -

- Overall growth of 30% in online revenue in FY 17
- Introduced 10+ OTA's to company

June 2015 to April 2018

**Aamod Resort
(Tarangan Leisure Private Limited)**

Gurgaon

Senior Executive (May 2015 to April 2018)- Sales, Reservation & Administration

Job Profile: -

- Arrange meetings with prospective customers.
- Perform additional activities as assigned.
- Generate new leads through research and references from existing customers.
- Introducing new travel agents to the company.
- Maintaining relationship with existing travel agents & generating regular revenues from them.
- Coordinating with travel agents for group movements.
- Focus on maximization of revenue from various agents as well as corporate.
- Arranging meetings with travel agent & present the property information.
- Prepare sales reports and other documents and present the same during monthly meetings.
- Making proposal & sending to the potential customer.
- Attending Calls & generate it into sales through providing the customer needs.
- Attend and represent Aamod Resort, at INTERNATIONAL AND NATIONAL trade shows such as SATTE, IITTE, IITE & TTF.

9th Dec 2013 to 6th April 2013

Lemon tree Premier 1

Gurgaon

Successful Completion of Industrial Training with Excellent rating – FO, F&B, HK, FP & Sales.

Industrial Training Exposure/Profile: -

- **Front Office-**
 - Registration of guests and assigning rooms.
 - Maintain an inventory of reservation, vacancies and room assignments.
 - Answer enquiries regarding hotel services, provide assistance and respond to guests' complaints.
 - I Got an appreciation letter from Front Office & Reservations departments directly from HOD.
 - Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and receiving clients or guests.
- **Food & Beverage-**
 - Greeting customers, escorting them to seats, taking food and drink orders, and serving food and beverages.
 - Answer questions regarding the hotel services, explaining menu items and specials, and offering personal attentive treatment.
 - Speak to customers to ensure that they are satisfied with their stay, comfort, meals and drinks.
 - Co-coordinating with team workers to plan events, parties etc.
- **Housekeeping-**
 - Responsible for maintaining the hygiene and appearance of the hotel.
 - Servicing and maintaining the guest rooms and replenishing stock as and when needed.
 - Providing service items to guest rooms upon requests from the guests.
- **Food Production-**
 - Preparation of simple food items like vegetable preparation, salads, cold starters etc.
 - Work according to established health and safety guidelines. Kept the kitchen area clean and hygienic.
 - Keep a check on stock and order for replenishments as and when necessary.
- **Sales-**
 - Selling room nights to individuals, travel agents and corporates.

Academic Qualification

- B.Sc. in **Hospitality & Hotel Administration** from **IHM Bathinda, Punjab** (Courses of study prescribed by IGNOU and Affiliated to National Council for Hotel Management & Catering Technology) under the tenure of 2012-2015.
- One (1) year Diploma in "Multimedia & Web Designing" with 'A' grade under the tenure of 10th Aug, 2010 to 10 Aug, 2011.
- Completed Senior Secondary (12th Standard) from The Board of High School and Intermediate Education Uttar Pradesh, Varanasi under the tenure of 2011-2012.
- Completed Higher Secondary (10th Standard) from The Central Board of Secondary Education, Delhi under the tenure of 2008-2009.

Professional Achievement

- On IT, Got an appreciation letter from Front Office & Reservations departments directly from HOD.
- Awarded as a Best performer & Employee of the year 2016 in Aamod Resort.

Software Competency

- OS: Windows XP/98/7/8/10, Computer fundamentals, MS-Office (Excel & Power Point) & familiar with Internet.

Extra Curricular Activities

- Traveling & exploring new things, playing outdoor games like cricket as favorite and singing is my passion.
- Listening to music, travelling and long bike rides.

Professional References

- **Mr. Murali Menon**

CEO of Nimbus One and Ex. Regional Director of Design & Engineering, South West Asia for IHG

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Personal Details

1. Date of Birth : June' 26th, 1993
2. Languages Known : English & Hindi
3. Marital Status : Single
4. Nationality : INDIA

Present Address:

House No.124, Street No.9
Chanderlok, Shahdara
Delhi - 110093

I hereby declare that the above information is true to best of my knowledge.

Date

PANKAJ