

VINAY KUAMR GOYAL
Mobile: +91-9509503111
E-Mail: goyalvinay193@gmail.com



OBJECTIVE

To be a part of a progressive organization, where I can utilize my skills and knowledge to ensure the growth of the organization and at the same time continuously improve my efficiency and knowledge.

Experience Snapshot

Present organization: The Fern An Ecotel Hotel Vadodara

Position Held: Front Office Manager
Duration: January 2022 till date
Location: Vadodara, Gujarat



Job Profile:

- Control of front desk tidiness and availability of all necessary stationery and material
- Scheduling shifts and supervising front-office personnel including receptionists, reservation executives and telephone operators.
- Training and supporting office staff
- Handling complaints and specific customer requests
- Monitoring stock and order office supplies and troubleshooting emergencies
- Organizing office budget
- Managing records of office expenses and costs
- Overseeing the compliance with company's policies and security Requirements

Name of the organization: Meritas Hotels & Resorts

Position Held: Front Office Manager than promoted to Operation Manager
Duration: August 2019 till December 2021
Location: Lonavala, Maharashtra



Job Profile:

- Fully responsible for all aspects of all departments.
- Ensure the premises are in operative condition as per category of the unit to receive & serve the guests.
- Inspecting all departments for SOP implementation.
- Assessing and reviewing customer satisfaction and service recovery process.
- Monitor and maintain operation & overhead cost in order to maintain maximum revenue to the organization.
- Be available on call 24 hours a day to resolve any urgent problems on emergencies.
- Responsible for the overall management of the operation of the hotel.

Name of the organization: Oravel Stays Pvt Ltd

Position Held: Area Business Manager

Duration: Aug 2018 to July 2019

Location: Jaipur, Rajasthan



Job Profile:

- Handling P&L of 30+ Hotels with more than 800+ Selling room nights
- Managing team of 12 OYO workers with 250+ hotel employees.
- Signing and on-boarding new properties in Jaipur, Sikar, Bikaner and Nagaur.
- Dealing with business partners and resolve their day-to-day issues.
- Ensure the premises are in operative condition.

Name of the organization: The Leela Ambience Hotels & Resorts

Position Held: Front office Executive

Duration: January 2017 to Aug 2018

Location: Gurugram



Job Profile:

- Maintain guest relationship and resolve issues.
- Taking care of Check-In Check-out process.
- Dealing with cashier role at front office.
- Help in making itinerary to the guest.

Name of the organization: ITC WelcomHotel

Position Held: Guest Service Associate

Duration: May 2014 to December 2016

Location: Jodhpur, Rajasthan



Job Profile:

- Dealing with customer for check-In check-out process.
- Help in making itinerary to the guest.

Name of the organization: Taj Jai Mahal Palace

Position Held: Industrial Trainee

Duration: 6 Months

Location: Jaipur, Rajasthan



Job Profile:

- Get trained in all four major department.
- Help in day to day operation.

ACADEMIC CREDENTIALS

- Bachelor's Degree (2011-2014) in **Hotel & Hospitality Administration** from **Institute of Hotel Management catering technology & applied nutrition's, Jaipur with 70%.**
- Pursuing **PGDM** from **Welingkar Institute Mumbai** in Supply Chain Management.
- Completed Basic Mountaineering Course from **Jawahar Institute of Mountaineering & Winter Sports, Pahalgam (J&K) in 2016 with A Grade.**
- Class 12th (2009-2010 in Science-Math), Under RBSE Board with 75%.
- Class 10th (2007-2008) Under RBSE Board with 80%

CORE COMPETENCIES

- Pleasing personality and ability to connect with customers.
- Excellent communication and interpersonal skills.
- Disciplined, punctual and ability to remain calm even in a conflict situation.
- Strong ability to work independently.
- Adaptability.

HOBBIES & INTERESTS

- Playing Guitar and Ukulele
- Reading novels and self-help books
- Adventure activities like trekking, camping, running, swimming and yoga.

PERSONAL SNIPPETS

Date of Birth	01/11/1993
Marital Status	Married
Home Address	House No. 182, Ward no. 8 Special Mohalla, Khetri District- Jhunjhunu, Rajasthan Pin Code: 333503
Correspondence Address	The Fern An Ecotel Hotel Vadodara Gujarat, Pin Code: 390020
Languages known (Reading, Writing & Speaking)	English and Hindi

DECLARATION

I Vinay Kumar Goyal hereby state that all the information provided by me is true and accurate to the best of my knowledge.

Vinay Kumar Goyal

