

MANSOOR MOHAMMED SAWRATKAR

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Dear Sir/Madam,

I am writing this application letter to show my interest in working at **Front Office Department** with your Hotels. I came across this job opening on your carrier website and I am attaching my resume for further review.

I have **8+ years** of working experience in Hospitality Industry, specifically in Front office and reservation department. Presently I am working as a **Front Office Manager** for **Ramee Rose Hotel Juffair Bahrain**. My responsibilities are coordinating the hotel services, customer service and concierge reference was offered properly to all my clients. I have been trained, hired and mentored by a team of efficient six desk professionals and handled the complete troubleshooting of the hotel needs during any time of the day or night. I am looking forward on bringing this dedication, challenging work and extremely good communication skills to your Hotel.

Thank you so much for giving your time and considering my letter.

Yours sincerely,

Mansoor Mohammed

+973-39693319

PROFILE

To build a successful career in the hospitality industry and to be an integral part of a professional organization where I can demonstrate my skills & capabilities and grow along with the organization.

SKILLS & EXPERTISE:

FRONT OFFICE MANAGEMENT

- Guest Reservations
- Coordination
- Customer Relationship
- Customer Service Management
- Business Writing/Correspondence
- Revenue Generation
- Training
- Communication skills
- Listening Skills
- Conflict Resolution
- Stress Management
- Multitasking
- Time Management
- Customer focused and target oriented
- Crisis management and Problem resolution

CURRENT JOB PROFILE

- Responds to communications from guests, travel agents, and referral networks concerning reservations arriving by mail, telephone, telex, cable, fax, or through a central reservation system. Creates and maintains reservation records-usually by date of arrival and alphabetical listing prepares letters of confirmation and promptly processes any cancellations and modifications.
- Tracks future room availability based on reservations, and helps develop forecasts for room revenue and occupancy. Additional duties may include preparing the list of expected arrivals for the front office, assisting in preregistration activities when appropriate, and processing advance reservation

deposits.

- Knows the type of rooms the hotel has as well as their location and layout. Knows of all hotel packages plans-meaning status, rates, and benefits. Update availability of all distribution channels like GDS, OTA and Web booking systems.
- Managing BAR (Best Available Rates) online and offline
- Assist, manage and track RFP submitted and approved by companies
- Responsible to track the Guests Complaints and prepare reports and send the same to all HODs to help in streamline the source of complaints.
- Check VIP movements and confirm with Guest Relations Team for thorough check and placement of amenities
- Meet guests and obtain feedbacks to ensure to check on guest satisfaction and their experience.
- Handle and resolve guest complaints and requests.
- Check transport team movements and the fleet status pertaining to guest pickup & drops to ensure fast and effective transfers.
- Be available and present in the lobby to the greatest extent ensuring that I meet the maximum number of guests in the hotel and ensuring their comfort or in case of discomfort, acting upon it immediately to address guest grievances.
- Check any group /crew arrival and prepare accordingly.
- Record all major incidents, activity for management reference.
- Ensure rooms are available for guaranteed reservation and amenities placed.
- Check rates variance report.
- Take round of the property take action where required and record in log book.
- Coordinate with Housekeeping if any room requires early morning.
- Check registration card and tally them with BTC letter, vouchers etc.
- Ensures all directions are followed out at the request of any level of Senior Management.

PROFESSIONAL EXPOSURE

- **Presently working with Ramee Rose Hotel Juffair, Bahrain as Front Office Manager from December 2019 till present**
- **Worked as Front Office Manager with Loumage Suites & Spa Seef, Bahrain from September 2017 till December 2019. (Pre-Opening)**
- **Worked as a Night Duty Manager with Florida Hotel, Bahrain from June 2015 till August 2017**

- **Worked as a Night Auditor with Al Murooj Hotel, Bahrain from May 2014 till May 2015.**
- **Worked as a Front Office Assistant with Al Manzil Hotel, Bahrain from May 2013 till April 2014.**
- **Worked as a Front Office Assistant with The Orchid Hotel Mumbai Vile Parle, from May 2012 till December 2012**
- **Worked as a Front Office Assistant with The Empresa Hotel, Mumbai from January 2011 till April 2012**

SKILLS & ACHIEVEMENTS

- Competence with command of PMS Brilliant, Opera, IDS and WINHMS.
- Good Knowledge of Computer and Network troubleshooting.
- Fluent in English, Hindi and Arabic language.
- Earned appreciations in Booking.com reviews.
- Hard working, decision making, problem solving, adapting changes.
- Knowledge in MS Office and sales reports.
- Attended Fire and safety classes.
- Training in Loyalty membership and Up-selling programs.
- Awareness of guest security documents.
- Training in telephone ethics and manners.

EDUCATIONAL QUALIFICATION.

Completed High School from Kolhapur Board in 2001.

Completed Intermediate from Kolhapur Board in 2004.

One Year Diploma in Computer Hardware and networking 2005.

One Year Diploma in Hotel Management, Travel & Aviation from Frank Finn in 2006.

Completed B.B.A from J.R.N. Rajasthan Vidyapeeth Deemed University in 2010.

PERSONAL PROFILE:

Name: Mansoor Mohammed Sawratkar
Date of Birth: 16th August 1985
Marital Status: Married
Nationality: Indian
Strengths: Team-leading, motivating, confident
Values: Be Honest, Punctual
Passport No: N 5199414
CPR No: 850840643
Driving License: Valid Bahraini Driving License
Place of Birth: Dapoli, Ratnagiri, Maharashtra, India

**I hereby declare all the above said are sincere as per the best of my knowledge.
Thank you.**

MANSOOR MOHAMMED SAWRATKAR

Applicant