

CURRICULUM VITAE

JAYAT KAWATRA

Personal info

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Address: Juffair Bahrain, Manama,
(BH)

Nationality: Indian

Languages Known: Fluent – Hindi
& English

Basic – Arabic & French

Objective

To pursue a challenging career in a progressive organization with an active involvement to achieve their business goals.

Skills

Team Work

Decision Making

Communication

Leadership

Ability to work under pressure

Time Management



Academic Qualification

Symbiosis University, Pune, India

MBA, Sales & Marketing, Dec. 2019

**Jamia Hamdard University, Delhi,
India**

BBA, Business Administration, Aug.
2016

**Lovely Public Senior Secondary
School, Delhi, India**

12th Standard, May. 2013

**Lovely Public Senior Secondary
School, Delhi, India**

10th Standard, May 2011

PROFESSIONAL EXPERIENCE:

- Working as a Front Office Executive at **Ramee Rose**, Bahrain with inventory of 108 rooms and 08 F&B outlets from 01st Nov'2018 till present.
- Worked as a Team Leader at **Ramee Rose**, Bahrain with inventory of 108 rooms and 08 F&B outlets from 29th Oct 2017 till 30th Oct' 2018.
- Worked as a Senior Front Office Associate at **Park Plaza**, Gurugram with inventory of 45 rooms and 06 F&B outlets - from 15th Dec 2016 till 23rd Oct 2017.
- Worked as a Front Office Assistant at **Fortune Park DJ Avenue**, Delhi with inventory of 21 rooms and 04 F&B outlets –from 15th Feb 2016 till 12th Dec 2016.
- Being selected for deputation at **Fortune The Savoy, ITC Hotel-Mussoorie** with inventory of 50 rooms and 02 F&B outlets - from 07th June 2016 till 06th July 2016.
- Worked as a Front Office Assistant at **Hotel Jivitesh (4*)**, **Pusa Road** with inventory of 42 rooms and 03 F&B outlets - from 01st May 2015 till 28th Sep 2015.
- Completed Training from **Hotel Jivitesh (4*)Pusa Road**, Delhi with inventory of 42 rooms and 03 F&B outlets - from 08th Sep 2014 till 30th April 2015.
- Completed Vocational Training from **Evershine Tour & Travels** from June 2014 till Aug 2014.

EXTRA CURRICULAR ACTIVITIES:

Listening to music, watching and playing cricket, picnic.

ACHIEVEMENTS:

- Promoted as Front Office Executive at **Ramee Rose Bahrain**.
- Got Rising Star Certificate for the month of April 2017 at **Park Plaza**, Gurugram.
- Got BRAVO Certificate for maximizing Club Carlson enrollments for the month of February 2017 at **Park Plaza**, Gurugram.
- Got BRAVO Certificate for maximizing Club Carlson enrollments for the month of May 2017 at **Park Plaza**, Gurugram.
- Selected for deputation at **Fortune The Savoy**, Mussoorie.
- Winner of Fortune Wizard at **Fortune Park DJ Avenue**, Delhi.
- Winner of Fortune Face at **Fortune Park DJ Avenue**, Delhi.

Key Responsibilities:

Front Office

- Check in and Check Out Of Individual Guests And Groups Arrival.
- To handle cashiering & foreign exchange.
- Handling reservation calls after reservation department is closed.
- Coordinate with other departments for solving guest problems.
- To check the next day's arrival and correspondence to ensure accuracy of information and prepare the VIP guest list.
- Taking care of reception and its associated functions their by interacting with guests, travel agents and tour operators.
- Allocate rooms for expected arrivals after checking guest preferences and special requests.
- Takes responsibilities in absence of Front Office Manager.
- Customer relations.
- Execute team leadership.
- Assigning shift duties among colleagues.
- Control hotel rooms inventory.
- Handling online channels & channel manager.
- Demonstrate cooperation and trust with colleagues, team and across departments.
- Complete tasks as directed by management.
- Providing timely and responsive services to all other departments.
- Maintaining proper employee/employer relations and addressing questions in timely and open manner.
- Briefing the team members about daily occupancy, VIP Moment or any other update about the hotel.
- Coordinating special billing arrangements and request.
- Arranging accommodations in overbooked situations.
- Conducting training sessions.
- Liaised with in-house guest to create goodwill.
- Handling the guests, company queries and complaints with utmost courtesy & care.
- Providing guests with any kind of assistance during their stay in hotel.
- Maintain the Log Book and effective follow up system.
- Maintaining Hot log Sheet.
- Maintaining check list.
- Assists in sending guest messages.
- Face to Face interaction with guests.

- Telephonic conversation with both residential & non-residential guests.
- Handling Travel Desk services for guest.
- Making night reports and night auditing.
- Reporting to Front Office Manager.

DECLARATION:

Hereby I declare that the details furnished above are true to the best of my knowledge.

PLACE: Bahrain

Yours sincerely,

DATE :

Jayat Kawatra