**CURRICULUM VITAE**

**Ravi kashyap**

**Address:** DDA Flats: House no 558 Site 1

Vikas Puri New Delhi (110018)

**HOME TOWN**: **SHIMLA** (H.P)

**Mob. No:** +**91-8800539743, +91-8368263181**

**E- Mail: kashyap.ravi258@gmail.com**

**Date of Birth:** 12 July 1989

**Gender:** Male

**Country of Citizenship:** Indian

**Place of Birth: DELHI (DEL)**

**Area of Interest: Hospitality & Travel Management**

**Skype id: gurukirpa19891**

**Career Objective:**

Seeking a position to utilize my skills and abilities in the Hospitality Industry that offers professional growth while being resourceful, innovative and flexible. To achieve my goals& objectives by implementing my ideas and knowledge through the opportunities given to me while working and also learning new things through training & experience of other colleagues. Thus giving my best to the organization in which I am working.

**Academic qualifications:-**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Intermediate** from | **P.S.E.B. Board in 2009** | Location-Punjab (P.B) |
|  | **High School** from | **P.S.E.B. Board in 2007** | Location-Punjab (P.B) |
|  |  |  |  |

**Professional qualification:-**

 **Institution Name:** Three Year diploma In Hotel Management from**BIHM**

**Institution.**

Institution start date: 2009 Location-SHIMLA (H.P)

**Experience:**

**4\* Hotel- Fortune Kences from ITC GROUP**

Location: -Triupathi

Front Office Supervisor July2010-11April

**4\* Hotel- JUSTA HOTEL**

Location: - DELHI (DEL)

Front Office Assistance June2011-Jan 2012

3\* Hotel: Hotel City Star

Location: Delhi (DEL)

Sr.Front Office Executive Feb 2012- TILL

Responsible for providing a friendly welcome & high-quality service over the phone to guests arriving at the hotel. Constantly portraying a highly professional image of the hotel & paying particular attention to guest satisfaction & efficiency.

**Duties:-**

* Welcoming guest to the hotel in a polite, friendly and helpful manner.
* Dealing with late arrivals and assisting with early check-outs.
* Check-out departing guests using the hotel`s accounting system.
* Managing group booking for conferencing, the restaurant and accommodation.
* Dealing with and resolving customer complaints.
* Make C form of foreigners.
* Keeping up to date on all hotel products, services, pricing & promotional offer.
* Completing the night auditing procedures with accuracy and attention to detail.
* Provide information and literature about the hotel in person and via telephone.
* Ensuring all relevant paperwork has been completed in order for a smooth handover at the end of your shift.

**Key Skills:-**

* Having a professional manner with an emphasis on hospitality and guest service.
* Calm, efficient and organized.
* Friendly disposition with clear spoken English.

**Area of expertise:-**

Up selling, promoting hotel facilities, customer service, hospitality, supervising, resolving guest disputes, greeting guests.

**Personal skills:-**

Service minded, ability to listen and anticipate, guest orientated.

**My hobbies:-**

When I have no work I have listening music and talk with my friend, using social networking site like face book twitter and others.

**My strength:-**

My strength is I am smart worker, good listener, punctual and team player.

**My weakness:-**

My weakness is I am afraid from pending work, and I have accepted too much from myself.

**Languages and Level:-**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **Reading** | **Writing** | **Spoken** |
|  | Hindi | (Fluent) | (Fluent) | (Fluent) |
|  | English | (Fluent) | (Fluent) | (Fluent) |

**Computer Skills:-**

* Fundamental & Basic Programming
* Internet Explorer
* MS WORD, MS EXCEL, MS POWER POINT
* IDS Software
* POWERHMS Software
* POWERBRAIN HMS Software
* WINHMS Software

(Ravi kashyap)