

CURRICULUM – VITAE

Ayoob Kathat

Mohini colony masuda road behind the karni Beawar
(Ajmer) Rajasthan
8619593063 | ayoobkathat123@gmail.com

OBJECTIVE

To perform to the best of my skills and help the organization in which. I am to achieve its objective. Work with the highest priority and redefine the best quality.

EDUCATION QUALIFICATION

- Manipal University Jaipur
BBA In Business Management & Administration
Pursuing
- Rajasthan Board of Secondary Education
12th class
2016 -2017
- Board of Secondary Education, Ajmer (Rajasthan)
10th form from
2014 -2015

PROFESSIONAL QUALIFICATION

- Food Craft Institute
Diploma In Front Office
2017-2018
ONE & HALF YEAR DIPLOMA IN FRONT OFFICE

PROFESSIONAL QUALIFICATION



LANGUAGES

- English Professional
Working Proficiency
- Hindi Full Professional
Proficiency

INTERESTS

- Listening To Music
- Internet Surfing
- Cricket Enthusiast
- Cooking Food

Skills

- Well - versed in Opera, Marsha, and Sap.
- Excellent communication skills.
- Great InterpersonalSkills.
- Proficient in Microsoft Office.
- Team Handling • Problem Solving • Contract negotiation • Customer Satisfaction • Guest Relation

Experience

➤ **Le Meridien Jaipur** (December/2022 to Present)

(Revenue & Reservation Executive)

- Working as Shadow Reservation & Revenue Manager
- Doing the month forecasting.
- Heading the whole reservations team
- Updating the booking in the opera, and processing the booking, & block, block opening.
- Handled establishment mail by signing for parcels, organizing mail distributing to the correct locations
- Successfully maximized revenue through excellent sales techniques, upselling, and negotiation.
- Answered phones politely and professionally, dealing with matters including bookings and general queries.
- Managed staff training and onboarding, coaching in customer service techniques, best practices, and complaint management.
- Used smart upselling techniques to increase customer purchases, including room upgrading and service add-ons when checking in
- Handled guest complaints in a polite and friendly manner, providing effective solutions to maintain customer retention.
- Handling OTA

➤ **Radisson Jodhpur (RHG Hotels)** (May/2022 to December/2022)

(Revenue & Reservation Executive)

- Working as Shadow Reservation & Revenue Manager
- Doing the month forecasting.
- Updating the booking in the opera, and processing the booking, & block, block opening.
- Heading the whole reservations team
- Handled establishment mail by signing for parcels, organizing mail distributing to the correct locations
- Successfully maximized revenue through excellent sales techniques, upselling, and negotiation.
- Answered phones politely and professionally, dealing with matters including bookings and general queries.
- Managed staff training and onboarding, coaching in customer service techniques, best practices, and complaint management.
- Used smart upselling techniques to increase customer purchases, including room upgrading and service add-ons when checking in
- Handled guest complaints in a polite and friendly manner, providing effective solutions to maintain customer retention.
- Handling OTA

➤ **Radisson Blu Jaipur (RHG Hotels)** (August/2021 to May /2022)

Reservation & Revenue Executive

- Handled establishment mail by signing for parcels, organizing mail, and distributing to correct locations.
- Doing the month forecasting.
- Updating the booking in the opera, and processing the booking, & block, block opening.
- Successfully maximized revenue through excellent sales techniques, upselling, and negotiation.

- Answered phones politely and professionally, dealing with matters including bookings and general queries
- Managed staff training and onboarding, coaching in customer service techniques, best practices, and complaint management.
- Used smart upselling techniques to increase customer purchases, including room upgrading and service add-ons when checking in.
- Handled guest complaints in a polite and friendly manner, providing effective solutions to maintain customer retention.
- Handling OTA

➤ **Radisson Jaipur City Center (RHG Hotels) (November/2020 to August/2021)**

Front Office Supervisor

- Playing the role of the night duty manager.
- Handled establishment mail by signing for parcels, organizing mail, and distributing to correct locations.
- Taking Check-in & Check-out.
- Successfully maximized revenue through upselling, and negotiation.
- Cash handler, Cash loge, Making the handover loge book, Making complimentary room form, Making the night reports,
- Using the OTA platform to recheck the booking voucher.
- Room blocking as per the guest's request& room category.

➤ **The Lalit Hotel Jaipur(January/2020 to November/ 2020)**

Senior Reservation & Revenue Associate

- Answered phones politely and professionally, dealing with matters including bookings and general queries.
- Updating the booking in the opera, and processing the booking, & block, block opening.
- Successfully maximized revenue through excellent sales techniques, upselling, and negotiation.
- Handled establishment mail by signing for parcels, organizing mail, and distributing to correct locations.
- Handling OTA
- Taking the proper training to learn something new.
- Making the competition invoice & reports for all the OTA.

➤ **Radisson Jaipur City Center (RHG Hotels) (November/ 2018 to January/2020)**

Front Office Assistant

- Taking Check-in & Check-out.
- Cash handler, Cash loge, Making the handover loge book, Making complimentary room form, Making the night reports,
- Complain handling
- Provide the needful reports to the respective department
- Updating the registration card.

➤ **Radisson Jaipur City Center (RHG) (April/2018 to November/ 2018)**

Industrial Training

PERSONAL PROFILE

Name. :- **AYOOB KATHAT**
Father Name. :- **MOHAN KATHAT**
Postal Address. :- **MOHNI COLONY KARNI MARBAL KE ROAD PICHE, MASUDA BEAWAR**
Nationality. :- **INDIAN**
Date of Birth. :- **28-05-1998**
Marital Status. :- **Married**

I declare that all statements made and particulars given by Adobe are true, complete, and correct

To the best of my knowledge and belief

PLACE:

Ayoob Kathat

DATE :