

**Robin Rawat**

## T-2/4, Police Colony, Andrews Ganj, New Delhi -110049

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# Educational Qualification

Bachelor of Science: Hospitality and Hotel Administration, July 2014- May2017 Institute of Hotel Management, Faridabad

# Intermediate

### Senior Secondary

Ramjas School, R.K.Puram, New Delhi

# Industrial Training

## Le Meridien, Janpath, New Delhi, December 09, 2015 to April 04, 2016

Completed 4 months industrial training in the following departments

* Front Office
* Food and Beverage Services
* Housekeeping
* Food Production

**Professional Experience**

### Currently working at the JW Marriott New Delhi, India as a Reservations Sales Executive.

**Job Responsibilities**

* Handling & ensuring of smooth day to day operations of the reservation department
* Co-ordinate with the Front Office regarding VIPs, regulars and other guest requirements
* To ensure that all potential sales leads are passed to the Sales department
* Ensure of smooth flow of Groups & VIP movements
* Keeping a track and charging of Cancellations, No Shows & retention charges
* Handling guest complaints / issues
* Arrival settings
* Actively seek opportunities to increase Revenues

## Processing commissions on CTAC

* Balancing inventory on Marsha and opera

## Building rate programs on HPP (High Performance Pricing Tool) and opera for Transient, Group and wholesalers.

* To processes booking information, handle inquiries regarding reservations via the telephone, email and faxes.
* To maintain the service level standards.

### Courtyard and Fairfield by Marriott, Outer Ring Road, Bengaluru, India as Complex Reservations Sales Executive from 4th Mar 2019 to 20th Mar 2020.

### JRD Hotels as Front Office and Sales Executive from 20th Aug 2018 to 25th Feb 2019.

**Marriott International Global Reservations and Sales as Reservations Sales Associate from 27th Jun 2017 to Aug 2018**

**Achievements**

* Achieved several times K (Excellence) rating in call handling
* Highest number of reservations (78) in a day over call.
* Achieved 2 perfect 100% rated calls by AGS (Associate Guest Survey)
* 100% attendance record till date
* Zero guest escalations

# General Skills

* Proficient communication skills with the employees of levels in any organizational hierarchy.
* Skilled in overcoming different operational challenges with strategic approaches able to identify key hurdles and device the most feasible way out to meet the targets.
* Good in Documentation, Research and analysis.
* Respect for colleagues, seniors and sub-ordinates.
* Commitment to deliver a high level of customer service.
* Can adjust in new environment swiftly.
* Excellent communication and writing skills.

# Computer skills

## Marsha

* Opera
* Microsoft Excel, Power Point and Word
* IDS
* Pure
* Empower

**Personal Details**

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| Father's Name | : | Mr. Rajender Rawat |
| Date of Birth | : | 6th November 1995 |
| Nationality | : | Indian |
| Marital Status | : | Single |
| Language Known | : | Fluent in reading, writing and speaking in English and Hindi |