



### **SANDIP MISTRY**

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*Seeking challenging assignments in Sales & Reservations Department with growth oriented organizations in Hospitality sector*

### **CAREER CONSPECTUS**

A dynamic professional with more than 11 years of experience in Hospitality Industry. **Presently associated with Al Jawhara Group of Hotels & Apartment, Dubai, and part of Lootah Hospitality as a Cluster Reservation Supervisor.**

### **SUMMARY OF QUALIFICATION**

- Reliable, responsible and adaptable; can easily cope with changing situation.
- Looking forward to work in a high profile organization and use my skills and capabilities to contribute to it's a profitability and growth.
- Outstanding customer service skills and great ability to understand customer's needs.
- Greatly technically proficient with computer skills.
- Strong written, verbal and interpersonal communication skills.

### **CAREER CONTOUR**

#### **A) Al Jawhara Group of Hotels & Apartment, Dubai as Cluster Reservations Supervisor Since March 2019**

- Supervision of the entire operations within reservation department.
- Processing all incoming booking requests by phone, internet, fax, email into the Opera PMS system and responding back with written confirmation, promptly on time.
- Dealing with group reservations and maintaining the blocks according to the allocation and release period in the PMS.
- Managing rates & availability on the OTA's i.e. Booking.com, Expedia, AGODA, Airbnb, GOMMT etc.

- Maximizing room revenues and create additional revenue by utilizing the effective up selling techniques.
- Responsible for cross referencing all reservations done, to check accuracy on all 3<sup>rd</sup> party billings, arrival and departure dates, guest's profiles, room blocking, special requests, traces and ensuring stellar attention to all VIP guests.
- Review all arrivals during tight periods to minimize unexpected "wash" or attrition
- Briefing the team about the new rates and sales strategies
- To provide guidance and assistance to reservations agents in special requests or problems that may arise in the department.
- To implement inventory control and selling strategies as dictated by the Reservations Manager.
- Coordinating with F&B department regarding conference and banqueting.
- Attending to all enquiries, complaints and requests regarding reservation.
- Daily coordination with front office in allocating rooms according to the guest's request and preferences.
- Updating No-shows on all OTA's without fail to avoid unwanted commission.
- Maintaining rate parity across all booking channels.
- Tracking all the future group blockings and follow up for the rooming list & payment as per the agreement.

**B) Al Jawhara Group of Hotels & Apartment, Dubai as Front office supervisor.Oct 2015 to Feb 2019**

- Lead and direct the team to ensure the smooth operation of Front Desk functions
- Meets guest requests as per the arrivals list; Follows up with guests who have not yet checked out of the hotel
- Checks guests in and out of the hotel; Performs daily Front Desk Agent duties
- Monitors the registration against in-house guests; Maintains smooth operation of the front desk
- Ensure all duties are completed in a timely and organized manner. (i.e. VIP list, arrivals, blocking rooms, in-house bucket); communicates information to the associated departments
- Check the All VVIP,VIP and IP guest room Cleaning standard and any discrepancy ask Housekeeping to clean the room
- Resolves guest and associate complaints and issues
- Communicates clearly with Duty Manager of daily regime at the Front Desk
- Will include rotation into the Night Manager position (graveyard shifts)
- Work in partnership with Guest Services, Reservations, Sales & Housekeeping to ensure guest's needs are determined and met in regard to room requirements.
- Support and work with all Head of Departments in all aspects of running this hotel.
- Be on available on call 24 hours a day to resolve any urgent problems on emergencies.
- Do Courtesy Call and Follow the Guest feedback and complain about Service

## PREVIOUS WORK EXPERIENCE

### **2) Milestone Hotel Apartment LLC , Dubai as Guest Service Officer /Reservation Agent (Pre-opening Team) Jan 2015 – Sep 2015**

- Prompt, courteous and efficient service to all guest, so as to achieve a high level of customer satisfaction through personalized service from arrival till departure
- Guests are personally greeted by name, if known and escorted to their room to make them feel expected and welcome
- Conduct in room & hotel familiarization and assist guest in hotel activity enquiries / requests
- Maintain an up to date knowledge of hotel information and local services, including operating hours, promotions, events, attractions and any allied information to respond to guest queries
- Maintain an awareness of rate levels to be sold on a daily basis and the occupancy levels
- Accurately administer Front Desk cashiering standards and comply with all laid down systems, policies and procedures
- Process accounts from check-in to check-out, ensuring accurate postings of all incidental charges using PMS.
- Maintain the privacy of all guests by ensuring that no details of the guests are disclosed
- Demonstrate a complete understanding of the hotel's policies, procedures and service standards and have full knowledge of the hotel facilities and happenings.

### **3) Hotel Dev Corporate\*\*\*, India as Front Office Manager May 2013 – Dec 2014**

- Ensure front desk is tidy and has all necessary stationery and material (e.g. pens, forms and informative leaflets)
- Train, supervise and support office staff, including receptionists, security guards and call center agents
- Schedule shifts
- Ensure timely and accurate customer service
- Handle complaints and specific customers' requests
- Troubleshoot emergencies
- Monitor stock and order office supplies
- Ensure proper mail distribution
- Prepare and monitor office budget
- Keep updated records of office expenses and costs
- Ensure Company's policies and security requirements are met
- Check the All VVIP, VIP and IP guest room Cleaning standard and any discrepancy ask Housekeeping to clean the room
- Check the Lobby, corridors, guest sitting launch, coffee shop and restaurant area cleaning standard and any discrepancy ask Housekeeping to clean.

### **4) Hotel Dev Corporate\*\*\*, India as Front Office Executive April 2008 – April 2013**

- Prompt, courteous and efficient service to all guest, so as to achieve a high level of customer satisfaction through personalized service from arrival till departure
- Handle all type of front office work
- Send immediate police report (C Form).
- Doing reservation and sending mail to the company regarding booking
- Handle Telephonic Reservation and corporate group booking

- Check in checkout, check every invoice and all report like cashier report, revenue report ,expected arrival-Departure report
- Night closing and open new date night auditing.
- Responsible for Maintain fast, accurate service, positive guest relation and ensuring products are consistent with company quantity standards
- Dealing with complaints and Problem

#### CERTIFICATES

- Holding Disable Awareness Training Certificate from “EBDDAH “ Enabling Opportunity
- Employee of the Month Nominee Certificate of Month March 2017
- Employee of the Month Nominee Certificate of Month June 2017
- Holding Telephone Etiquette Training Certificate from “Al Jawhara Garden Hotel.
- Employee of the Month Nominee Certificate of Month Nov 2017
- Holding Dubai Way Champion Training Certificate from “DTCM Dubai”
- Holding Inclusive Service Training Certificate from “ DTCM Dubai”
- Hospitality Management Studies-Hotel Operation from Alison (Online)

#### REPORTS

- DTCM Monthly and Daily Reports.
- Nationality Report
- Monthly Hotel Statistics Report
- Night Reports
- Guest Arrival Report For Police
- Daily Revenue Report for DTCM

#### ACADEMIA

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|--------------------------|--|
| Educational:             | ATD Diploma  |
| Computers:               | Computers Fundamentals, Microsoft Word, Excel, Power Point and Outlook |
| Knowledge in PMS System: | Opera, IDS, Vicas & Win HMS  |

#### Personal Details

|                      |   |
|----------------------|---|
| Date of Birth        | 15 September 1989                       |
| Linguistic Abilities | English, Hindi, Gujarati, Arabic(Basic) |
| Passport Number      | <a href="#">M4492828</a>                |
| Visa Status          | <a href="#">Residence</a>               |
| Marital Status       | Married                                 |
| Nationality          | Indian                                  |

#### Reference Details

References will be furnished upon request.

Sincerely  
Sandip Mistry