



## RUCHITA NARESH VASANT

### CONTACT DETAILS.

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date of Birth: 4th Feb 1992.

### CAREER OBJECTIVE

I wish to pursue career in your company because I know that not only it will put my skills and ability to the best use for the benefit of organization along with its clients and it will also allow me to grow intellectually along with the firm

### SKILLS

Service Orientation  
Operation Analysis  
Confident and Optimistic  
Events Management  
Customer Service  
Employee Engagement  
Time Management  
Keen Learner  
Assertive , Approachable ,  
Reliable

### STRENGTHS

Effective Communicator  
Scheduling & Planning  
Time Management  
Analytical Skills  
Negotiation Skills  
Team Building & Leadership  
Attention to Details

Proficient in running successful method-oriented operations and taking initiatives for business excellence through process improvement & excellent customer service

### QUALITIES AND BELIEFS

- One of my greatest assets is that I am at ease while communicating with the guests.
- I have always been a people's person. My interaction with people has always taught me novel ways to appease everyone.
- I strongly believe that working in team helps in achieving the goal quite easily.

### EDUCATIONAL QUALIFICATION

- Cruise Management Course from Lence Academy Malaysia-2016-2017
- BSC IN Hotel Management from Bharti Vidyapeeth College of Hotel and Tourism Management-2010-2013.

## PROFESSIONAL EXPERIENCE

### ➤ **Yoyo Goa Vagator Retreat 3star resort**

Resort Operations Manager, 2021.

- Handling social media page
- Managing operation process ,planning,control,performance improvement and operations strategy
- Organizing, staffing, leading,setting goals,establishing budgets and schedules
- Liaising with external partners such as vendors and suppliers.

### ➤ **Own Venture**

#### **Fashion Lab**

Enterprenur,2021.

- Started a Boutique in Goa.
- Right from inception worked on aspects like Concept, Brand Cover, Designs & Service.
- Effectively managed the Boutique and currently my mother is looking after the business.

### ➤ **Square Sparrow, Goa.**

Restaurant Manager, 2020.

- Balance service with costs to ensure profitability
- Monitor food preparations and cleanliness environment in the restaurant
- Manage efficient communication and proper service to the customers
- Promote guest satisfaction to steady repeat business
- Coach / schedule servers to maximum levels of performance
- Purchase / control inventory with attention to budget guidelines
- Recruit staff and managed training for the new employees
- Maintain employee records, bills payment records, expenses and budgets

### ➤ **Unplug, Mumbai.**

Senior salon manager,2019

- Accomplished department objectives by managing staff, planning and evaluating department activities,
- Maintain staff by recruiting, selecting, orienting and training employees.
- Ensure a safe, secure and legal work environment.
- Develop personal growth opportunities.

### ➤ **Village Hotel Bugis, Singapore.**

Guest Relation Manager, 2018.

- Respond to any questions, needs and desires of guest to ensure their request has been met their satisfaction.
- Expect and react promptly to guest requirements and inquiries.  
Resolve guest complaints
- Appraise team's performance and procedure reports.

### ➤ **Carnival Vista Cruise Ship, USA Miami.**

Food and Beverage Assistant, 2017

- Give outstanding services to the guests who have checked in
- Maintaining up to date knowledge on the current services that are being offered, conveying this information to the customers in an effective way.
- Maintain the quality service standards, unit hygiene, etc. at the high level.

➤ **Copthorne Hotel, Malaysia.**

Guest Relation Executive, 2015

- Welcoming guests in a friendly and professional way.
- Addressing and escalating customer complaints.
- Anticipate guest needs and build rapport with customers.
- Record information in the logbook daily.
- Detailed information about the Hotel, city as well as the competition.
- Perform basic cashier activities as and when required.

➤ **St Reigns, Singapore.**

Hostess ,2014

- Greet and acknowledge guests and seat patrons by escorting them to assigned table.
- Present menu, create personal dining experience.

➤ **Della Adventure, India**

Guest Relation Executive, 2013

- Welcome guests during check-in and giving a warm farewell to guest while checkout.
- Addressing and escalating customer complaints.
- Anticipate guest needs and build rapport with customers.
- Record information in the logbook daily.

➤ **Westin, India**

Front Office Associate, 2012

- Give outstanding services to the guests who have checked in
- Maintaining up to date knowledge on the current services that are being offered, conveying this information to the customers in an effective way
- Confirming that the rooms have been allocated properly, hand over the keys to them and ensure that all the registration and check in procedures have been followed
- Practice safety standards and ensure that all the housekeeping work is carried out in a proper manner like maintaining the rooms, cleaning of the rooms, etc.

**INDUSTRIAL TRAINING.**

- Undergone 6 months training in Front Office and Food & Beverage, House Keeping department in Robinson Club Fleeseensee, Germany.
- Completed 3 months Management Training in Singapore ST. Regis Hotel.
- Completed 15 days training in Front Office Department in Sahara Star Hotel, Mumbai.
- Attended Training in hotels like ITC Grand Central, ITC Fortune, Sahara Star, Four Points.

## ACHIEVEMENTS

- 2<sup>nd</sup> runners up in Cocktail Competition held by Cocktail and Dreams.
- Participated in cultural activities
- Prizes in singing, various events
- Served Bollywood stars
- Attended wine tasting sessions at sula wine India
- Received wonderful feedbacks by the guests.

## Passport Details

Passport no	Z4665640
Date of Issue	04/06/2018
Date of Expiry	03/06/2028
Place of Issue	Mumbai

## Visa Details

Visit Type	Visit Long Stay
Date Of Expiry	28/02/2022