

BHUPAL RAUT

📍 Dubai, UAE | 📞 +971-564247943 | ✉️ bhupaldreamer1@gmail.com | LinkedIn: Available on Request

PROFESSIONAL SUMMARY

Dedicated Hospitality Professional with 7+ years of experience in high-end customer service, adept at delivering seamless guest experiences in fast-paced environments. Skilled in Front Office operations, VIP coordination, and lobby management. Proven expertise in resolving guest concerns, optimizing reservations, and adhering to SOPs. Recognized for leadership, multilingual fluency, and commitment to five-star service standards.

KEY SKILLS

- Front Office Operations & SOP Compliance
 - Guest Feedback Resolution & Complaint Management
 - Reservations & PMS (Property Management Systems)
 - VIP & Suite Guest Coordination
 - Multi-Department Collaboration (Bell Desk, Security, Reception)
 - Lobby Management & Service Promotion
 - Microsoft Office Suite & Hotel Software
 - Multilingual (English, Arabic, Hindi, Malay, Nepali)
-

PROFESSIONAL EXPERIENCE

Customer Service Ambassador (Hospitality Sector)

Transguard Group LLC, Dubai, UAE | Jan 2022 – Present

- **Guest Services:** Greeted 100+ daily guests, providing personalized assistance and resolving 95% of inquiries during first contact.
- **Reservations Management:** Reviewed and corrected 50+ daily bookings to ensure accuracy and special request fulfillment, reducing errors by 30%.
- **VIP Coordination:** Assisted with high-profile arrivals, ensuring seamless check-ins and departures aligned with luxury service standards.
- **Feedback Handling:** Documented and resolved 20+ monthly guest complaints, implementing solutions that improved satisfaction scores by 25%.
- **Lobby Oversight:** Maintained pristine lobby areas, coordinating with housekeeping and security to address issues proactively.

Shift Manager (Hospitality Leadership)

Burger King, Riyadh, KSA | Jun 2019 – Dec 2021

- **Team Leadership:** Supervised 15+ staff, optimizing shift schedules and training new hires on service excellence.
- **Revenue Growth:** Promoted upselling initiatives, increasing average transaction value by 18%.
- **Compliance:** Ensured adherence to health, safety, and cleanliness protocols, achieving 100% audit scores.

Frozen Department Supervisor

Checkers Hypermarket Sdn Bhd, Malaysia | Mar 2015 – May 2018

- **Inventory Control:** Streamlined stock processes, reducing waste by 20% through proactive replenishment strategies.
 - **Safety Compliance:** Conducted weekly safety audits, ensuring alignment with UAE regulatory standards.
-

EDUCATION

+2 in Accounting and Management

Shree Nepaltar Higher Secondary School, Nepal

CERTIFICATIONS

- Fire Safety Training | 2021
 - Basic Life Saving Certification | 2021
 - Customer Service Excellence Workshop | *Transguard Group*, 2022
-

LANGUAGES

- **English** (Fluent)
- **Arabic** (Conversational)
- **Hindi** (Fluent)
- **Malay** (Basic)
- **Nepali** (Native)