

# RAJ KAMAL

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## SUMMARY

Confident hospitality worker with 13+ years of Hotel & Travel industry. Experienced of Management & Operation, Proven ability to run a hotel front desk, manage online booking systems, and oversee management of 5-star residences. Travel Industry experts & Skilled at improving both customer satisfaction and team efficiency in both sectors.

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## EXPERIENCE

### SR. SALES EXECUTIVE, 09/2022 - Current

#### KESARI TOURS PVT LTD - JAIPUR

- Solely representing & responsible for Creating Kesari Brand Awareness, Handling walk in guest & telephonic queries provide them all tour related services. briefing about Kesari's best tour products & the best deals in terms of requirements
- Doing all Pre booking formalities & taking follow-ups in timeline.
- Coordinating between sales support & Jaipur Branch office
- Planned and coordinated product sales to exceed revenue projections & growth targets
- Providing assistance in visa formalities of booked tour.
- Landed new customer accounts through consistent combination of perseverance, dedicated cold calling and exceptional service.
- Studying competitors to develop innovative selling strategies.
- Grew brand awareness by increasing market penetration.
- Shared comprehensive brand and product knowledge to maximize sales.

### ASSISTANT FRONT OFFICE MANAGER, 01/2021 - 05/2022

#### THE FERN RESIDENCY - JODHPUR

- Handling Reservation, Ensure Advance Payment Status of all Travel Agent Booking, Responding to all mails, phone inquiries promptly, courteously and in a friendly manner interacting with clients & agent
- Taking care & Overseeing Operations of Cleanliness at Front Office, Efficiency, Maintenance, Ensuring Security & Safety Regulations
- Daily Flash Report, DSR Report, Monthly occupancy reports, online booking record maintenance
- Inventory management on STAA, Extranet Updation.

### DUTY MANAGER, 01/2020 - 03/2020

#### HOTEL LORD'S INN - JODHPUR

- Handling Reservation, Ensure Advance Payment Status of all Travel Agent Booking, Responding to all mails, phone inquiries promptly, courteously and in a friendly manner interacting with clients & agent



## CONTACT

**Address:** Jodhpur, India 342001

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**Email:** rajkamal055@gmail.com

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## SKILLS

- Hotel Operation, Sales of Hotel Rooms
- Front office management & Operation
- Reservation
- Night Auditor
- Inventory Management on STAA
- Extranet Updation
- Command over Opera & WinHms
- Outbound & Domestic Tour Sales
- Team leader, Multitasking
- Communicated effectively with other hotel departments to ensure consistent service levels throughout guest stays.

- Taking care & Overseeing Operations including Cleanliness at Front Office, Efficiency, Maintenance Etc
- Rectifying billing correction before sending daily bills to accounts
- Used proactive problem-solving skills to resolve issues quickly and effectively, minimizing operational disruption
- Helped improve customer service, quality assurance and service speed by developing and implementing successful solutions

**SR. EXECUTIVE FRONT OFFICE, 01/2018 - 01/2019**

**PARK PLAZA A GROUP OF SAROVAR HOTELS - JODHPUR**

- Room allocation on daily basis, Inventory management, smooth & express check in & check out, Night audit, PM's report, maintaining cash float, Guest profile maintaining
- Ensures safety and security of guest belongings in guest rooms, luggage room and guest lockers
- Ensures room folios are correctly maintained and payment received as per billing instructions given
- Responsible for all statutory requirements such as C-forms, Arrival and departure reports.

**EXECUTIVE FRONT OFFICE, 10/2016 - 01/2018**

**MAPPLE ABHAY, GROUP OF MAPPLE HOTEL - JODHPUR**

- Leading Front office team monitoring all room allocation, making duty roster of all staff, Rectifying all issues raising by stay on guest
- Making daily flash report along with monthly contribution report & occupancy forecast report for Head Office
- Making reservations, taking care of correspondence & preparing arrival sheet day to day, Coordinating between front office & Central Reservation office.

**SR. SALES EXECUTIVE, 11/2015 - 10/2016**

**KESARI TOURS PVT LTD - JAIPUR**

- Use to deal with guest walk in & telephonic queries, provide them all tour related services, Briefing about readymade tour packages listed on the website & giving best options & presenting the best deals in terms of requirements
- Doing all Pre booking formalities & taking follow-ups time to time
- Coordinating between sales support & Jaipur Branch office
- After closing the deal taking care of visa formalities, preparing file & forwarding to VFS & Delhi office.

**ASSISTANT MANAGER RESERVATION, 02/2015 - 06/2015**

**AJIT BHAWAN PALACE, GROUP OF HOTELS - JODHPUR**

- Responding to all Internet, Agent and phone enquiries promptly, courteously and in a friendly manner, interacting with clients & agent over phone and email
- Providing accommodation options & presenting the best deals in terms of requirements
- Making reservations, filing of documentation, correspondence & preparing arrival sheet day to day.

**BUSINESS DEVELOPMENT EXECUTIVE, 09/2012 - 07/2014**

**TRAVEL BAZAAR INDIA - JAIPUR**

- As a Employee of the company responsible for constant growth of the company, Generate sales to achieve own target set by the management
- Designing itineraries according to choice of client's need & interest & Responsible for the Domestic/Outbound LTC tour, responsible for ticketing, reservation of Hotels, arrangement of transport etc.

#### **TEAM ASSOCIATE Airport Representative, 01/2010 - 01/2011**

##### **KUONI DESTINATION MANAGEMENT - NEW DEHI**

- Being a Team associate, Taking care of the documentation and explaining tour like India and their destinations
  - Maintain a systematic process of transportation, which executed healthy tour operations
  - Maintain company's quality service with right approach in providing best moments at the time arrival & departure of the clients.
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## **ACCOMPLISHMENTS**

Completed 02 Days workshop on Online Portals Business's Revenue & challenges, Revenue Management Organized by Sarovar Group of Hotels.

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## **EDUCATION**

#### **PGDM IN TRAVEL & TOURISM MANAGMENT, 2011**

**IITM** - Gwalior, MP

#### **Bachelor of Arts, 2008**

**JAI NARAIN VYAS UNIVERSITY** - Jodhpur, Jodhpur