



Raj Lunj

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Work Experience

Operation & Sales Manager: The Krishnalila Regency, Udaipur (June 2014- to till Date)

A highly motivated and results oriented Sales/Revenue Manager within the online & offline Travel Trade & hotel reservation Sector. Responsible for optimizing the sale of room inventory control, forecast, Sales & relative comparison against challenging Targets.

Key Contributions:

- To achieve the financial targets
- Regular interaction with domestic travel agents and corporate houses
- Review of financial reports on a daily basis.
- Planning and forecasting
- Design of pricing strategies.
- Up selling and incremental sale.
- Business expansion from the segment identified as target area for rooms & conference
- Formation and Execution of marketing and promotional activities.
- Handling overall correspondence-rate letters, corporate proposals, contracts etc.
- Handling all guest services and queries.
- Responsible for coordinating with the collection of budgeted hotels.
- Responsible for developing new market and sustaining long term relationship with the target areas
- Managing all OTA's, Running Promotions, Represent to the Company at OTM, Mumbai 2017, and Participate to the all platform for promoting the business like TTF, SATTE

Profile

A Sales professional of more than 10 years of Experience with proven track records in sales and marketing and hotel operations with leading international Hotels.

Responsible for effective coordination /PR with international /Domestic Tour operators and travel agent companies , maintain professional and close contact with guests & Travel Agents to earn goodwill and in corporate recommended charges in service and amenities.

Account Mapping, inventory, Rates distribution, pricing, displacement analysis for bulk business, budgeting and forecasting.

Accountable for pricing, positioning and inventory management on all source channels, provide critical analysis of strategies, Room Statistics and demand factors.

Technical Skills

Microsoft Office: MS Word, PowerPoint, Excel
Operating System: Windows, Fidelio, Opera, HMS, Touché, Innkey

Executive Food & Beverage: Devigarh by Lebua (Sept.2013- May.2014)

- Managing Food & Beverages sales, Especially Banquet Operations.
- Gathered the entire department heads while making the Action plan for the smooth running operation.
- Banquet Operations
- Contract with the vendors
- Budgeting & Forecasting
- Different set up according to the theme
- VIP Handling.
- Profit & loss Statement
- Food Costing
- CAPEX and APEX
- Acting HOD in the absence of Food & Beverage Manager.

Food & Beverage Supervisor

The Jagmandir Island Palace (Aug.2010- Sept.2013)

- Action Plan for the Royal Weddings as per Guest needs (B.E.O.)
- Collect the information from the competitive Properties
- Menu planning
- Checklists handed over to the concern person
- Sales planning for the Non resident Guests.

Pre Opening Team Member F&B

The Leela Palace Kempinski, Udaipur- (Jan. 2009- Feb.2010)

- Responsibilities included finalizing bar set ups, controlling liquor inventory, supervising the requisitioning of all items so as to control costs.
- Review monthly profit and loss statement and derive inferences to ensure that the outlet attains its profit margins and costs are in line
- Meet Outlet's financial objectives by forecasting requirements; initiating corrective actions.
- Maximizes Bar profitability by ensuring accurate pouring; monitoring accuracy of charges.
- Investigate and resolve complaints concerning quality and service.
- Enforce sanitary practices for food handling, general cleanliness and maintenance of dining areas.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments

Strengths

Time Management: I strictly follow deadlines to keep tasks, deliverables, and projects under control so that operations can flow smoothly.

Analytical ability: Posses strong analytical abilities in extracting relevance of bits of information available to draw conclusions that fit the facts and analyze a problem to its root cause.

Judgement: I have good judgmental skills to analyze the available information and weigh the evidence in order to decide on best course of action.

Communication Skills: I can communicate with clear and true sense to deliver what each individual needs to know and why, and what reaction is expected.

Ability to work under pressure: I maintain liveliness and positive attitude even when going gets tough.

Planning & Organization: Frame objectives and plan in detail of how they can be attained. Also I am able to anticipate problems and outline how they will be overcome

Dissertation: Making a business plan for a self-motivated innovative idea and defending it against professors to prove that its worthwhile business idea to invest in.

Team Professional Palace service /Butler Service

Taj Lake Palace, Udaipur – (Oct.2007- Dec.2008)

- Check arrivals and Departures
- Room Reservation and Sales & Marketing
- Amenities in the room as per S.O.P.
- Airport Pick Up
- Tapping down the Guests Preference before arrival and anticipate the guest needs.
- Make the itinerary for the guests
- Baggage Handling
- Check in and Check out
- Reservations for the guests
- Laundry handling
- Evening amenities
- Standard Tray set up for the Breakfast, Lunch and Dinner.
- Private Dining Set up
- HACCAP

Industrial Exposure Training for 6 months,

Taj Holiday Village, Goa.

Languages

English : fluent in written and spoken

Hindi : Fluent- in written and spoken

Education

Bachelor in Hotel Management (2005 - 2008) IHM, Udaipur

Achievements:

Achieved 99% score for CFS (Customer Feedback System) for the Outlet.

Increased the Market Share 50% from the given portfolio.

Successfully closed one of the major incentives of the year.

Excellent Relations with the clients.