

Anshu Rani

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15 + years of international travel experience with a major airline in India. Excellent leadership skills with attention to details about providing world-class service during all aspects of flight. Expert team building, team leadership, communication, and interpersonal skills. Strategic and analytical with outstanding problem solving and negotiating skills. Coaching and Mentoring to ensure delivery of optimal care with guests needs and expectation. Masters Degree in Tourism Management.

Professional Experience :

Cabin Manager

May 2004 to Present

Jet Airways

Fast track Promotion through a series of increasingly responsible positions directing cabin crew personnel's during flight, resource management. Acted in the capacity of **Cabin Manager, Cabin Supervisor** leading teams supporting global operations. Expertise includes the following:

Evaluated, coached and mentored onboard leaders to have consistency in performance.

Demonstrated Safety and Emergency procedures.

Ensured all guests needs and expectations were met throughout the flight,

Guaranteed that all crew members were fully qualified, adequately rested, prepared for flight, had all required licenses and certificates in their possession and were briefed on all specific requirements of the trip.

Solicited customer feedback and resolved any onboard issues.

Promoted the safety, comfort, and hospitality to the guests

Conducted ongoing analyses to evaluate the efficiency, quality, and productivity of diverse team members.

Created a culture of Employee "ownership "and pride in work done.

Lecturer - Food & Beverage Service

July 2003 - May 2004

Rizvi College of Hotel Management, Mumbai

Taught Food and Beverage Service classes & Evaluated student performances

Prepared detailed lesson plans based on course objectives.

Supervised food and beverage service practical training classes.

Incorporated relevant business concepts and practices into each course.

Voice Associate

Jan 2003 - May 2003

Infowavs, Mumbai

Facilitated and provided a high level of customer service through all stages of the Customer Lifecycle.

Accurately and efficiently assessed Customer's needs to assist them in First Call resolution approach.

Met and exceeded minimum standards of the Contact Centre including attendance and punctuality, call quality, adherence to schedule, Customer satisfaction and other related performance metrics

Reported issues to Supervisor to assist in developing and improving processes to maintain the highest level of customer satisfaction and accuracy.

Ensure a commitment to standards of excellence and the concept of accountability through completion of departmental goals and objectives.

**Guest Service Assistant
Hyatt Regency, Mumbai**

July 2002 - May 2003

Engaged each guest as a unique individual and listen attentively to their requests. Received guest feedback and communicated to an appropriate staff member; resolve problems if possible. Provided hands-on leadership and day-to-day operation with other departments. Accurately assessing the guest's needs and requests, adding personal recommendations to achieve maximum guest satisfaction.

**Operation Executive
Hotel Rodas, Mumbai.**

June 2001 - April 2002

Leading various role in planned execution in the sales and marketing department. Analyzed various team requirements and adapted as per the business need. Demonstrated active participation in training, coaching and mentoring new team members. Voted "Employee of the Month" for exemplary performance in Sales and marketing department, bringing 65% more revenue in achieving sales target.

**Food & Beverage Assistant
Le Royal Meridien, Mumbai**

August 2000 - June 2001

Responsible for the assigned area during the daily events and worked with clients.
Assisted with monthly inventory and daily inventory control.
Responsible for training of staff operating in the bar and beverage service areas.
Responsible for control of service levels, providing consistent service for all level of food and beverage service.
Supervised daily operation of lounge and event venue.

**Hotel Operation Trainee
Ras Resorts Park Inn, Silvassa**

April 2000 - August 2000

Consistently offer professional, friendly and engaging service in front office operation. Monitored departmental policies and procedures. Maintained an inventory of reservation, vacancies and room assignments. Implemented inquiries regarding hotel services and responded to guests' complaints.

Education and Certifications

Masters Degree in Tourism Management

IGNOU, New Delhi

Bachelors in Psychology

Magadh University, Bodh-Gaya

Diploma in Hotel Management and Catering Technology

Indian Institute of Business Management, Patna, India

