



**Ravi Bhardwaj**  
**Vocational Trainer (Level-7)**  
**Department: Bachelor of Vocational Studies**  
**Hospitality & Tourism**  
**JLN Haripur College, Manali , Himachal Pradesh, India**  
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#### **Personal Profile**

✚ **Ravi Bhardwaj** is working as Vocational Trainer of Hospitality & Tourism for Level -7 in the Department of Bachelor of Vocational Studies in JLN GC Haripur, Manali since January 2024. After graduation Travel & Tourism from Govt. Degree College he went to Himachal Pradesh University to pursue Master Degree in Travel & Tourism Management. In his 15 years work experience, he worked in MNC Tour Operator to handle operation & sales and also working in Hotel industry where he was assigned to handle operations under all the departments of Front office.

#### ✚ **Education Qualification:**

- Master in Tourism Administration in regular mode from Himachal Pradesh University, Shimla, Himachal Pradesh (Batch from 2006 -2008)
- Bachelor of Travel & Tourism from Govt. Degree College, Kullu, Himachal Pradesh
- Post Graduation Diploma in Computer Application
- Post Graduation Diploma in Disaster Management
- One year Diploma in Information Technology

#### ✚ **Work Experience:**

- **Thomas Cook India Pvt. Ltd. (Brand 'Sita') as a Team Leader from (Jun 2008 – Jun 2016)**
  - Preparing Daily reports, Weekly Reports & Monthly reports sharing overall trends for various queues
  - Preparing itinerary, costing and making the arrangement as per the guest requirements.
  - Conducting team meetings on weekly basis based on Weekly reports & sharing recommendations with the team
  - Handle support tickets from Partners and Market Management team with the highest integrity and quality Assist in resolving issues related to “key accounts” and connectivity relating to transactions, allotment, notification, cancellations, etc.
  - Share and seek out best practices and knowledge
  - Increase operational efficiencies and revenue within the team, and improve inter department workflows
- **Hotel Manali Grand -3\* Deluxe Front Office Manager (Jul 2016 – Mar 2022)**
  - Supervised and managed all front desk operations, greeted visiting clients and partners and handled their needs and requirement
  - Trained and supervised new personnel, reviewed all data entry
  - Participated in weekly team meetings with other manager
  - Provided customer service, ensuring that all company policies and procedures were followed
  - Maintained documents and conducted sales reports
  - Successfully managed financial reporting of a hotel
  - Processing and managing the inventory and ordering all the supplies for the front office department

- **Learnt Skills Limited Vocational Trainer Tourism & Hospitality ( April 2022 – December 2023)**

- Teaching applied skills in Tourism & Hospitality on below Job Roles
  - I. For 09th Class & 10th Class /Job Role 'Food & Beverages Service Assistant'
  - II. For +1 & +2/ Job Role Customer Service Executive (Meet& Greet) '

- **Achievements:**

- NCC 'CEE' holder with Grade 'A' at college level.
- Leadership Development Course at Atal Bihari Vajpayee Institute of Mountaineering and Allied Sports in 2007.
- Guide Trekking Course at Atal Bihari Vajpayee Institute of Mountaineering and Allied Sports in March, 2020.