



RITESH MANANDHAR

Tourism Management

CONTACT

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MANAGEMENT COMPETENCIES

- Organizational Management
- Customer Relations Management
- Ability to Manage Teams and Departments
- Executive Communication & Reporting
- Procurement
- Project Control
- Initiating and Managing Projects
- Business Development

CAREER HIGHLIGHTS

- Managed and supervised special client requirements ensuring their overall expectations are met providing exceptional service
- Worked with international clients catering to their needs and specific demands relying on my problem solving skills
- Closely worked with all the departments in the company to ensure all teams are on the same page to deliver a unified experience
- Continued to develop managerial and organizational skills over a career spanning more than 20 years

ABOUT ME

With 20 years of diverse expertise in travel, holiday, and tourism sectors, I have acquired extensive experience in numerous verticals across different operational departments. With an attitude of accepting major challenges, I attempt to drive growth and success by ensuring operational and financial efficiencies through smart problem solving.

My result-driven approach and proven ability to put my organization ahead of the curve have led to substantial expenditure cuts, client retention, operational efficiencies, and business growth.

PROFESSIONAL EXPERIENCE

Al-Khayarin Travels & Tours – Mar 2009 | Currently Employed
Manager Holidays

- Managing hotel and tour reservations and providing required assistance to ticketing reservations department
- Assisting in planning, developing, organizing, implementing, evaluating and directing different departments and its operations
- Providing exceptional customer care to new and existing clients through efficient problem solving and quick response to complaints
- Creating tourism and holiday packages as per client demands and dealing with booking confirmations whilst taking and posting payments on the reservation system
- Ensuring outstanding payments, booking forms are regularly followed up
- Drafting insightful and visually comprehensible reports required by other departments and third parties for informed decision-making
- Liaising with different department heads regarding departmental issues and reporting directly to the general manager
- Ensuring all new updates and relevant information get timely communicated to reservation teams
- Conducting sales visits and negotiating with vendors and suppliers to procure competitive rates ensuring high margins for the business
- Double checking passenger bookings and services before guest departures and assisting different departments when required
- Training and reevaluating new staff members for recruitment

Al-Shamel Travel & Tourism – Dec 2006 | Dec 2007
Operations Consultant

- Prepared customized tour packages complying with clients' demands and requirements
- Created written and verbal reports to managers as required related to departmental operations
- Created and maintained passenger files for future record-keeping
- Efficiently processed and administrated excursion, transportation booking forms and payments
- Processed and managed online reservations and dealt with retail customers recording their details
- Managed all communication through correspondence, email and Telex
- Arranged tour packages and hotels reservations as per client requirements
- Assisted credit control department with refunds, cancellations and on-board financial queries

ACADEMIC QUALIFICATION

Bachelor in Travel & Tourism Studies
(2002 - 2005)

Intermediate in Commerce
(1994 - 1996)

School Leaving Certificate
(1994)

SOFTWARE TRAININGS

- Microsoft Office
- CRS Systems - Amadeus and Galileo
- Online Hotel Reservation Systems
- Accounting System (TRAACS)

LANGUAGE PROFECIENCY

- English
- Nepali
- Hindi

Sirapa Travels & Tours – May 2004 | Nov 2006
Ticketing & Guest Relations Officer

- Handled domestic and international airline ticketing using the CRS system and provided high level of customer care to the passengers for exceptional satisfaction
- Managed timely guest pick up and drop off to the airport and communicated with guests to accommodate as per their needs
- Escorted guests and arranged documentation for their tours and ensured efficient marketing communication using email
- Applied correct procedure of bookings in the reservation system and processed gift orders and payments
- Handled administrations and dispatch of tickets and service vouchers and all other passenger information
- Double checked all booking details prior to passenger departure and ensuring client satisfaction
- Attended team briefings and training sessions for career growth

Lake View Resort – Feb 2001 | Apr 2004
Senior Front Office Supervisor | Sales Executive

- Coordinated with different departments of hotels and handled general inquiries and administration telephone calls
- Allocated rooms and supervised room allocation while assisting guests as per their needs
- Guided our guests and informed the top management about the status of each guest
- Assisted each guest providing them guidance for extra activities
- Maintained public relations and developed professional relationships and contacts with customers
- Efficiently filed documents for record-keeping and managed staff Supervisions and scheduled staff shifts
- Dealt with the administration of passengers' lost property items

Hotel Narayani, Kathmandu – Sep 1998 | Jul 2000
Front Desk Officer

- Managed check in and check out of guests while allocating rooms for each guest as per the reservation
- Coordinated with different departments of the hotel and assisted the guest as per their requirements
- Supervised and guided the trainee staff in front office department
- Conducted comprehensive night audit and reported to the front office supervisor