

Bhavik H Ralhan

E-Mail: bhavikralhan@gmail.com, ralhanbhavik@gmail.com
Residence : Canada British Columbia , Vancouver
Status: Permanent Resident (Canada)
Date of Birth: 6th July 1982
Contact: +1 236 858 9390
Language Expertise: English, Hindi, Punjabi, Gujarati

A Seasoned Professional With 14 Years Experience in Airline Hospitality

ABRIDGEMENT

- Worked with FLAIR AIRLINES as 'FLIGHT ATTENDANT'.
- Worked with INTER CRUISES as 'CUSTOMER SERVICE REPRESENTATIVE'.
- Worked with SKYONE AIRWAYS as 'CORPORATE FLIGHT ATTENDANT'.
- Worked with KAIZEN TOURS & TRAVEL as 'CUSTOMER SERVICE REPRESENTATIVE'.
- Worked with SPICE JET AIRWAYS as 'CABIN CREW SUPERVISOR'.
- Worked with JET AIRWAYS as 'FLIGHT ATTENDANT'.

EXPERIENCE CHRONOLOGY

July '2019-Sep2019' with Flair Airlines , as Flight Attendant YVR & YXX

Key Deliverables:

Successfully completed CT 301 Certificate from the Inflight Institute

- Ensured all standard operating procedures of customer service, customer care, safety and security were properly implemented in all Operating Destinations.
- Providing outstanding customer service in the aircraft to our customers, recognizing cultural values and individual needs.
- Working within a team of Cabin Crew to time constraints to ensure that all elements of the Flair Airlines product is successfully delivered to our passengers satisfaction.
- To maintain Flair Airlines high level of safety standards onboard the aircraft at all times for the safety of passengers and employees.
- To maintain a high standard of personal presentation at all times.
- To present yourself in a positive, approachable and professional manner at all times regardless of the situation.
- To work together with other Flair Airlines staff to ensure quality results are achieved for Flair Airlines.
- To enhance the passengers journey from start to finish and ensure their return custom with Canada's only Independent Ultra Low-Cost Flair Airlines.

May'2019-June'2019 with Inter Cruises as Customer Service Representative

Key Deliverable:

- Meet and greet arriving and departing cruise line guests.
- Review guest travel documents to meet government travel requirements and input the information accurately into computer systems.
- Direct and assist cruise guests to their mode of transportation upon arrival and departure of cruise terminal.
- Work with a team of staff to provide excellent customer service.
- Provide general assistance to guests in a very busy, fast pace environment.
- Adhere to work schedule and able to work the entire cruise season as committed to during the hiring process.
- Other duties as assigned.

July '2015-March'2019 with Sky one Airways VIP Charters , Corporate Flight Attendant

Key Deliverables:

- Working as a VIP Flight Attendant is a very unusual job .However, saying that I would say that that is still an advantage to know your safety and emergency procedures and learning about 5 star food presentation and service is fascinating and will improve your attention to detail.
- Corporate aviation is basically any company or individual that operates private jets for private or commercial use. They may own just one aircraft or they may have a whole series. Aircraft may be privately owned by an individual for their own private use or aircraft maybe chartered out to other clients or it can be a combination of the two.
- Some operators have their own base or FBO (fixed base operator) where they will have facilities such as flight operations, dispatch, catering assistance etc.
- Passengers maybe royalty or government officials depending on the type of operator. We have also carry film stars, pop stars or sporting personalities if the aircraft is chartered. Most often will be looking after high profile businessmen who can afford the luxury of hiring a private jet .Some billionaires, oligarchs or businessmen do own their own aircraft, so we may work for them and their family or business clients.
- Security and other area concerned, VIP Cabin Attendant prepares the load and trim on ground after Vip Guest board the aircraft, unlike commercial it's prepared by ground officials .

Jan '2013-May'2015 with Kaizen Tours and Travel, Vadodara as Customer Service Representative

Key Deliverables:

- To provide all necessary help and support to passengers as required busy our customer airline which may include checkin , baggage processing, reservations and ticketing , boarding of flights , greeting arriving passengers , handling of VIP's provide special passengers assistance , handle customer complaints and other duties as assigned.
- Managed day-to-day activities, analyzing statistics and reading and writing reports.
- Evaluate customer research, market conditions, and competitor data.
- Staff recruitment for promotional events as and when basis.
- Kept information on promotional matters.

Aug '2012-Dec'2012 with Spice Jet Airways , New Delhi as Cabin Crew Supervisor

Key Deliverables:

- Ensured all standard operating procedures of customer service, customer care, safety and security were properly implemented in all Domestic and **International** operations.
- Handled passenger complaints, appreciations and requests on board.
- They are there for your safety in the air and secondly your comfort .
- Cabin Crew In Charge is some one that an active flight attendant is supervised by.
- They are there to make sure working flight attendants do their jobs in relation to company attendance , flight performance , and when needed give out steps of discipline.
- Conducted regular assessment of Cabin Crew members on service/safety knowledge and reported the crew performance to the Base Manager.

May '2005-Nov'2011 with Jet Airways, New Delhi as Flight Attendant Internationally

Key Deliverables:

- Ensured all standard operating procedures of customer service, customer care, safety and security were properly implemented in all Domestic and International operations.
- Handled passenger complaints, appreciations and requests on board.
- Appreciations letter for the finest services delivery and interactions with the guests on board
- Looked after the pre-departure and post-landing briefing
- Also selected as Blue Ribbon Cabin Crew which works in Premier Class or First Class .
- 5 years of Meritorious Service Certificate
- Certified AED , AVSEC (AVIATION SECURITY COURSE) , DGR (DANGEROUS GOODS)
- Appreciation letters when performing inflight services
- Regular assessment of service/safety knowledge which was directly assessed busy Inflight Inflight supervisor and further reported to the Base manager.

Noteworthy Accomplishments:

- Renowned as the one of youngest “**05 YEARS of MERITORIOUS**” service Certificate “Jet Airways”
- Appreciation Letters from **Business Class Passenger** “Jet Airways”
- Participated in **Jet Ambassador** Program in the year 2006-2007 and obtain Certification from **GM - Learning & Development Inflight** “Jet Airways”
Appreciation Letter for **Operating the Flight on Short Notice.**
- Travelled around the world, around **5 Million Km** in the Air, **2262.38 Flying Hours**, and visited almost all Cities **PAN India & across the globe**, able to adapt to and interact with any culture.

ACADEMIC CREDENTIALS

- Diploma **COMPACT COMPUTER INSTITUTE** in 2003 (Gujarat)
- Higher Secondary - **MK High School** (Gujarat) Graduated Year 2001
- Certified First Aid with CPR-C-AED (St.John Ambulance), **AVSEC (AVIATION SECURITY COURSE)** , **DGR (DANGEROUS GOODS)** , Canadian Airport Security Awareness Program (**CASAP**), Contractor Safety Orientation (**CSO**), **CRM (Crew Resource Management)**, Smoke, Fire, Slide and Ditching Drill.
- Successfully completed Inflight Institute Cabin Crew Training Program with Certification (Canada) 2019 CT301.

PERSONAL DECLARATION

I hereby declare the above information is true to the best of my knowledge and belief .

Bhavik H Ralhan