

# BHAWANI SINGH RATHORE

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## Senior level assignments as Tour Consultant in the Tourism

An enthusiastic **Travel Consultant** with **over 3 decades** of experience in consultation and guidance on destinations, airlines, ground arrangements, accommodations, tours, and car rentals for both business travelers and tourists. Deft at identifying market segments/trends and potential customers along with performing research studies on travel issues from start to finish. Adept at conducting organized tours for groups of tourists in a wide range of locations throughout the world.

Recognized for visiting Canada, Korea, Malaysia, Thailand and Nepal and developing skills in understanding of English Speaking Guests, their liking through conduct of numerous American, British and Australian tour groups in India and Nepal. Trained Wild Life Expert and interested in studying forestry behaviours of inhabitants. Outstanding problem-solving abilities with receptiveness to new ideas and other people's insights.



ABOUT ME

## CAREER CONTOUR

**Since Oct. 2014 with Le passage to India Journeys, Delhi as Tour Leader**

### Accountabilities

- ❖ Accompanying package tour groups, executing the itinerary and performing destination management.
- ❖ Ensuring zero complaints and repeat customers
- ❖ Making international and local travel and hospitality arrangements.
- ❖ Interfacing with customers to build solid work relationships and provide quotes for travel expenses.
- ❖ Applying discount programs where necessary along with maintaining client profiles for follow-up.
- ❖ Communicating appropriate information to clients regarding fares and itinerary.
- ❖ Collecting & processing payments and advising clients on travel arrangements.
- ❖ Selling services to clients by convincing them to employ him or her for arranging the travel.
- ❖ Assisting in individuals and groups in planning, organizing and booking travel.
- ❖ Conducting research according to the requirements of the client along with gathering the most affordable deals if that is what the clients wish.
- ❖ Providing a list of suggestions that the clients can choose from and providing clear information for each choice so that the clients can decide properly.
- ❖ Coordinating with tour operators and travel agencies regarding tour package choices; bargains with them to get the most affordable rates.
- ❖ Keeping track of the customers while on travel and provides assistance as the need arises.

## CORE COMPETENCIES

**Digital Strategy Planning**

**Strategic Planning**

**Travel Management**

**Tour Operations**

**Business Development**

**Destination Management**

**Guest Services**

**Problem Resolution**

**Policies & Procedures**

**Accessibility Requirements**

**Sales & Marketing**

**Client Relationship**

**Management**

**Cross Functional**

**Coordination**

**Performance Improvement**

## EDUCATION

**Diploma in Tourism Management**

Technical Education Board of Rajasthan; **1988**

**Bachelor of Arts with History**

University of Rajasthan; **1986**

### Since Aug 2005 as Freelance Travel Service Provider

#### Accountabilities

- ❖ Developed tourism capacity building programs, research and Guest Faculty at Rajasthan Chamber of Commerce- Centre for tourism Studies.
- ❖ Undertook responsibility as the:
  - Tour Leadership (Voyages Jules Verne UK Charters tours groups to India)
  - Tour Consultant of Wings for the World Inc. Toronto, Canada)
  - Trip Leader of Overseas Travel World USA with high ranking performances
  - Outbound Tour Director of TUI India.
  - Convention Coordinator for Destination Management Services for Tourist Guide's Federation of India and World Federation Tourist Guide's Association.

### Aug 1996 – Jul 2005 with Wings for the World Inc. Toronto, Canada as Tour Director

#### Accountabilities

- ❖ Managed international tour operations and performed tours escorting along with organizing special interest tours and escorted tourist groups to India, Nepal, and Indo China.
- ❖ Ensured completion of Deskwork operation for itinerary preparations, execution and payments.
- ❖ Performed presentations and attended Travel Trade activities along with carrying out contract negotiations for renewal/retention and modifications to meet changing needs of customers.
- ❖ Trained and installed systems in customer locations in new, emerging markets throughout Europe.
- ❖ Initiated and managed working party with owners both internally and externally to implement policies and procedures.

### Aug 1989 – Mar 1996 with Rajasthan Tours Pvt. Ltd., Jaipur

*Apr 1992 – Apr 1996 as Manager*

*Aug 1989 - Mar 1992 as Tour Executive*

#### Accountabilities

- ❖ Generated sales at local level and performed deskwork execution of hotel, transport and guide bookings.
- ❖ Negotiated with clients, service vendors, Hotels and logistic supports.
- ❖ Ensured the best rates and conditions for groups and FIT.
- ❖ Ensured regular contact with the key suppliers and also handled complaints and issues with key suppliers/ partners.
- ❖ Escorted and extended Tour Assistant services to foreign Tour leaders in Rajasthan and Gujarat.
- ❖ Handled special event arrangements for various International Groups visiting India including:
  - Special theme Gala Dinners at various locations; i.e. Royal Palaces, Farm Houses, Historic Places and Gardens, natural locations – boats in a lake, forests, desert sand dunes and villages.
  - Movies, Tele films, Ad Clips, Documentaries, Weddings and Location Hunt liaison help for international and domestic corporate.
  - Horse Safaris, Camel Safaris, Jeep Safaris, Elephant Polo, & Nature Walks.
  - Specialty tours of cooking, textile, wildlife, architecture.
  - Regular Tourist series Groups as well as important Foreign Delegates & Diplomats from Sweden, Argentina, U.K. and USA

## TRAININGS UNDERGONE

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- ❖ Advanced Microsoft Office
- ❖ Trainings undertaken/ imparted includes the Guide/ Tour Leader trainings in Delhi, Jaipur, Gwalior, French Crash Course, Overseas Adventure Travel (OAT) and Kuoni.
- ❖ Wild life training under Forestry Training Institute, State Govt. of Rajasthan.
- ❖ Approved Tour Guide for Nine States of North India by India Tourism, Ministry of Tourism, Government of India, 2006.
- ❖ Member, National Geographic Society, 2000.

## TECHNICAL SKILLS

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MS Power Point, MS Word, MS Excel, Publisher and Adobe Photoshop

## PERSONAL DOSSIER

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**Date of Birth:** 26<sup>th</sup> February 1966  
**Address:** E 69, Ganga Marg, Prem Nagar, Jhotwara, Jaipur-302012  
**Languages Known:** English, Hindi and French  
**Passport Number:** N8613544 (**Valid till:** 11/04/2026)  
**License No.:** RJ14 20000091430 (**Valid till:** 27/03/2021)