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**HOSPITALITY OPERATIONS / FRONT OFFICE MANAGEMENT**

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| **Personal Profile:**  Age : 35  Date of Birth : 06-05-1980  Gender : Male  Marital Status : Married |

**CAREER OBJECTIVE**

Accomplished and multi-talented professional with 15 years of diverse experience in Operations/Front Office management seeking to obtain a challenging role within the Hospitality domain in a dynamic organisation where my diverse experience and commitment to Organisational success can be utilized to contribute to the growth of the Organisation.

**PROFESSIONAL EXPERIENCE**

**Operations Manager** March 2013 to January 2016

Hotel Pearl Palace

Ensured delivery of excellence in Customer Service and oversight of the entire Operational functions in this 35 room premium hotel in the heart of the City of Cochin.

* Oversight of reservations and Resolving customer special requests / disputes
* Facilitation of corporate meetings / banquets in coordination with event management personnel
* Negotiation and drafting of partnership terms and conditions with online booking agents such goibibo.com, booking.com, cleartrip.com, etc.
* In charge of daily occupancy, revenue, guest tariff, credit report, cash report, bank payment report, front office report
* Preparation of sales tax report and luxury tax report with accounts manager
* Weekly forecast preparation based on occupancy bookings
* Escalating issues to senior management regarding tax department notices
* Sanctioning food and beverage purchase in the absence of general manager
* Cash deposit functions along with accounts manager and internal auditor
* Assisting external financial auditors during annual audit

**Senior Manager - Customer Service** September 2010 to September 2011

Star Homes – Hospitality Division

Cochin – Kerala, India

Responsible for achieving and exceeding optimal guest satisfaction in the luxury hospitality division of Star Homes dealing with high end and Government guests.

* Accommodating special requests and solving customer complaints
* Organizing staff training courses
* Occupancy report maintenance
* Collating daily reports from other departments
* Forecast preparation based on occupancy bookings
* Authorizing payments to vendors and staff advances
* Liaising with store manager regarding purchases audit

**Senior Manager (Resort-in-Charge)**  January 2001 to May 2010

Star Homes Apartment Hotels

Cochin - Kerala, India

Started as Front Office manager and was promoted to Resort-in-Charge responsible for simultaneously managing both the Multi Cuisine restaurant and the operational side of the 115 room Apartment Hotel.

* Resolving grievances of apartment residents and restaurant customers
* Coordination with manpower supply agencies for outsourced security, outdoor catering staff for functions
* Member of preliminary interviewing panel for new employees
* Coordinating with vendors on annual maintenance contract (AMC) issues
* Yearly renewal of hotel registration with government authorities
* Sanctioning food and beverage, housekeeping purchases
* Bid and quotation review and coordination with vendors on major renovation and asset purchases

**Personal Assistant to General Manager** September 1999 to December 2000

Hotel Yuvraj

Surat - Gujarat, India

Served as Personal Assistant in a 3 Star hotel and was responsible for the office administration and drafting of all management correspondences to staff, vendors and government departments on behalf of the General Manager

* Drafting management circulars and letters for corporate meetings
* Documents filing and Ordering office stationery
* Employee attendance audit and assisting HR manger with pay authorization
* Coordinating interdepartmental correspondences and meetings

**EDUCATION**

**Diploma in Secretaryship** May 1999

Social Service Society

Baroda, Gujarat, India

**Diploma in Computer Applications**  January 1999

Social Service Society

Baroda, Gujarat, India

**Pre –Degree (Commerce/Accountancy stream)**  June 1998

Kuriakose Elias College - Mahatma Gandhi University

Kottayam, Kerala, India

**ADDITIONAL SKILLSETS**

Computer Proficiency – Well versed in MS Office, Hotsoft and Syscon Hotel Management Software

Good Accounting Knowledge

Language Fluency - Fluent in English, Hindi, Tamil and Malayalam