

Contact HR Consultant for CV No: 337373

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**Career Objective**

To succeed a challenging position in an organization, where my abilities can be used for achieving the organizational goals and to be a part of the organizational growth by exceeding the expectations while completing responsibilities with competence and adhering to the company policies

**Experience Summary**

Having a total experience of **Six years** in the hospitality industry, I do have a thorough knowledge in Front Office operations, Guest Handling, Reservations, Check In, Check out, Cashiering, etc. Being a Duty Manager, I am the first point of contact for any Guest Grievances, and responsible for resolving the same. Being the Second In-Charge of Front Office department, I am equally responsible for preparing reports, Employee handling, training the new joiners, setting up the new processes, monitoring the Front Office Activities and overall operations to ensure the smooth functioning of the department.

My recent experiences and duties performed are:

**Hotel Name : The Gateway Hotel Calicut, Kerala, India([www.thegatewayhotels.com](http://www.thegatewayhotels.com))**

**Job Post : Duty Manager**

**Duration : January 2015 to October 2016**

***About the Hotel***

**The Gateway Hotel, Calicut** is a five star hotel, which is a part of the Largest Hotel Chain in Asia, **Taj Hotels, Resorts and Palaces** under the parent company of **Tata**, having 74 Rooms including 04 Executive Suite, 02 F&B Outlets and 03 Banquet Halls

***Job Performed***

* Staffing and Scheduling of the shift and allocation of duties.
* Implement systems and procedures that achieve higher cost efficiency and guest satisfaction.
* Facilitate learning and development for all the team members of Front Office
* Maintain the Log Book and effective follow up system, Check the daily arrival list and monitor all VIP movement.
* Ensure that the guest has a pleasant stay by supervision of;
  + Room allocation
  + Smooth Check In & Check Out
  + Special requirements of the guest
* Act as a ‘One Point Contact’ for the guest; constantly interact with guests in order to solicit feedback
* Ensure through regular monitoring of Guest feedback, prompt, efficient and accurate service to all guest
* Monitor the business of competition hotels in terms of new accounts and rates.
* Ensure that all the operational standards set for all the processes are followed.
* Ensures norms, procedures and systems for safety and security of guest belongings
* Maintain regular contacts with corporate and individual customers, and build strong relationships

**Hotel Name : Ramada Resort Cochin, Kerala, India**

**Job Post : Junior Duty Manager**

**Duration : ( January 2014 – Till September 2014)**

***Job Performed***

* Handling the daily Front Office operations Including Check in, Check out, Concierge and Cashiering.
* Ensuring error free operation by adhering to the standard operating procedures.
* Guest relation, resolve guest grievances, do follow up on the same to ensure the guest is happy.
* Handle reservations for FITs, Corporate, Travel Agents, and Group including MICE.
* Do follow up for the guest arrival details, payment modes, transportation of guest and coordinate with Finance department for the payments, especially for Bill to company and Travel agent payments.
* Ensure a smooth operation of the hotel during night in the absence of duty manager by coordinating all operational departments.

My previous experience includes **Guest Relation Executive** at **Ramada Resort,Cochin** from the period of October **2011 - January 2014** , and  **Front Of Front Office Supervisor : Casino Hotel, Kochi (June 2011 - October 2011),Trainee Supervisor : Brunton Boatyard, Kochi (June2010 - June 2011).**

**Front Office Assistant : Coconut Lagoon, Kumarakom (June 2009 - June 2010)**

**Educational Profile**

**Masters in Business Management (MBA)** : ICFAI University (Pursuing)

**Bachelor Degree (BA)** : Rai University -2010

**Higher Secondary Certificate :** Kerala State Board of Secondary Education in the year 2006

**PROFESSIONAL QUALIFICATIONS**

**Diploma in Aviation Hospitality and Travel Management : Frankfinn Institute of Airhostess Training**

**Software Known**

* Opera PMS
* Fidelio
* HotSoft
* WinHMS
* Hotelier  
  **Achievements**
* Manager on Duty – in which, one will be the acting **General Manager** from 19:00 hrs to 23:00 hrs on the selected days of every month.
* I have attended Train The Trainer Workshop at The Gateway Hotel, Calicut
* I have been awarded as the Best Employee of the month at Ramada Resort ,Cochin.

**Language proficiency**

Spoken – English, Hindi, Malayalam, Tamil

Written – English, Hindi, and Malayalam.