### C:\Users\sathish\Desktop\DSC_0445.JPGSHYAMKUMAR

### [SHYAMKUMAR.366289@2freemail.com](mailto:SHYAMKUMAR.366289@2freemail.com)

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**FRONT OFFICE PROFESSIONAL – HOTEL INDUSTRY**

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* Astute professional with more than 10 years’ experience in Front Office Operations.
* Trained in departments like Front Office, Housekeeping and Food and Beverages.
* Aim at producing optimum performance through teamwork while creating a work environment that encourages motivation.
* Strong customer focuses in areas of customer service, procedural analysis and optimization techniques.
* I can fit into any organization and try to act in a productive capacity as soon as possible.
* Good Communication and written skills
* Work sincerely and honestly to the best of my ability and potential,
* To contribute to the overall growth of organization, to excel in the profession and to strive to attain a good position and gain quality experience.

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**PROFESSIONAL EXPERIENCE**

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**Crowne Plaza Chennai Adyar Park, Chennai (287 Keys)**

**Duty Manager:** December – 2016 – April - 2017

* Working closely with Front Office Manager for day to day operations in the Department
* Deploying Front office associates in various shifts, allocating tasks & responsibilities and monitoring their performance.
* Completing Night Audit process & reviewing the next day’s arrivals, requests and acting on them accordingly.
* Make the Daily Sales Reports & the Comp sat (Competition Statistics) and take the details from the Competing Hotels.
* Reviewing the guest comment cards, guest satisfaction results to identify areas of improvement and implementing appropriate measures.
* Checking the rooms prior to the arrival and ensuring that all guest preferences have been taken care off. Reporting maintenance defects and following up with service teams for immediate rectification.
* To ensure leading hotels brand standards are being met always
* To ensure all company cash handling procedures are adhered to and any discrepancies are investigated
* Health and safety procedures
* Follow up with the staff for the daily meetings.
* Regular track on the room status.
* Ensures smooth check in and checkout of groups,
* Registration cards & bills should be cross checking before hand over to the accounts.
* Monitoring cashiers on group departures.
* Checking with the coordinators forth coming room bookings.
* Change the tariffs as per the instructions given on the comments.
* Conducting training classes for fresher & staff.

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**Radisson Blu Resort Temple Bay, Chennai (144 Keys)**

**Duty Manager:** March – 2013 to November - 2016

* Working closely with Front Office Manager & the General Manager for day to day operations of the department & the hotel
* Checking the rooms prior to the arrival and ensuring that all guest preferences have been taken care off. Reporting maintenance defects and following up with service teams for immediate rectification
* Ensuring that rooms are checked regularly for repairs and refurbishing, and that appropriate maintenance is completed
* Deploying Front office assistants in various shifts, allocating tasks & responsibilities and monitoring their performance
* Completing Night Audit process & reviewing the next day’s arrivals, requests and acting on them accordingly
* Make the Daily Sales Reports & the Comp sat (Competition Statistics) and take the details from the Competing Hotels
* Addressing complaints, grievances, issues raised by guests and resolving them at the earliest possible time and ensuring that they have a comfortable, convenient & memorable stay
* Reviewing the guest comment cards, guest satisfaction results to identify areas of improvement and implementing appropriate measures

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**Katriya Hotel & Towers, Hyderabad (234 Keys)**

November – 2011 to February 2013

* Interacted with the clients on the desk, attended tele-calls and involved in cashiering
* Obtained the occupancy need from the customers and allotted rooms as per their desire
* Checked the rooms prior to the arrival and ensured that all guest preferences are been followed up
* Interviewed prospective candidates and scheduled them for further rounds with Senior Managers. Provided induction training to new incumbents to appraise on the working pattern
* Responded to the guest requirements and needs at all point of time throughout their presence in the hotel
* Participated in various promotional campaigns and event to enhance the brand image of the Hotel
* Go on Sales Calls to different potential organizations for promotion of Brand in the city and improvement of sales
* Exhibited professional customer service, as per the service standards of the organization and won satisfaction from the customers
* Reviewed the guest comment cards, guest satisfaction results to identify areas of improvement and implementing appropriate measures
* Handled group-reservation, group-check in and check outs using Opera software
* Reviewed the guest comment card, guest satisfaction results to identify areas of improvement and implementing appropriate measures
* Observed service behaviors of associates, provided feedback to individuals and continuously strived to improve service performance
* Managed night auditing activities such as Assisting night auditor in printing reports; Checking security of property

**Duty Manager** November – 2008 to November - 2011.

Hotel Royal Park, Kakinada (84 Keys)

**Front Office Executive**  February - 2008 to October – 2008.

Sarovar Group of Hotels, Hyderabad (116 Keys)

**Front Office Associate**  August- 2006 to January – 2008.

Katriya Hotel & Towers, Hyderabad (234 Keys)

**TRAINING EXPERIENCE**

I did my Industrial training in **THE GRAND ASHOKA** in Bangalore – 2006.

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**CERTIFICATIONS & ACHIEVEMENTS**

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* Awarded with **“BEST EMPLOYEE OF THE YEAR”** from Hotel Royal Park in 2009.
* Awarded with “**LIFE SAVER”** Certificate by Radisson Blu in March - 2013.
* Awarded with “**BRAVO”** Certificate for “**Efficient Involvement during the Fire Accident**” by Radisson Blu in April – 2014.
* Successfully completed the workshop “**TRAIN THE TRAINER**” in July - 2013.
* Awarded with **“TRAINER OF THE MONTH”** March -2014 from Radisson Blu Resort Temple Bay.
* Awarded **“Certificate of Appreciation”** from Tamilnadu State Blood Transfusion Council in September – 2013.
* Awarded with **“MANAGER OF THE MONTH”** from Hotel Green Park in 2015



**ACADEMIC CREDENTIALS**

**Bachelor's Degree in Hotel Management**

Indian Institute of Hotel Management, Vinayaka Missions University 2007

# I.T SKILLS

HMS – Portal Solutions Software, IDS FORTUNE NEXT – Intellect Data Systems, OPERA SOFEWARE, MICROS SOFTWARE for POS, MICROSOFT MS OFFICE (MS Word, MS Excel, PowerPoint, Outlook Emailer)

**DECLARATION:**

I hereby declare that all the Information provided above is true to my knowledge and believes.