**SHEETAL**

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 **OPERATION MANAGER - FRONT OFFICE MANAGER - HOTEL INDUSTRY**

**EXPERTISE**

Management Hotel Operations

Sales/Marketing

Front Office Management Customer Service

Room Operations Management Guest Satisfaction Budgeting/Cost Control

Service Management Quality Assurance Training & Development

Team Management

**PROFILE**

* A diligent professional with 07+ years of experience in hospitality industry Hands on experience in developing procedures, service standards, operational
policies coupled with expertise in preparing budgets & cost control measures
* Proven expertise to manage Sales, Marketing, Business Operations, Front
Office, F&B, Manpower Planning & Management across hospitality industry.
* across Room Operations, Front Office, guest relations and Quality & Standards
* All aspects of Rooms Division Operations, with excellent organizational, administrative, guest service and problem resolution skills
* Demonstrated success at envisioning new concepts, future trends, streamlining
operations, while focusing on development, direction, and accomplishment
* Hands on experience in quality assurance and achieving total customer satisfaction through adherence to service quality standards & norms
* Sound networking & interpersonal skills with the skill to interact with people from diverse backgrounds and build lasting relationships
* Excellent man-management, time management, leadership skills, and ability to deliver under stress and strenuous situations

**PROFESSIONAL EXPERIENCE**

**BEST WESTERN MERRION, AMRITSAR **

 **Operations Manager JUN 2017 –TILL DATE**

* Responsible to direct and develop the performance of all department managers and their respective departments, including Front Office, Housekeeping, Maintenance, Accounting, People Services, Restaurants and Revenue & Sales to make sure the highest level of guest employee satisfaction.
* Responsible to develop, implement, monitor and achieve the objectives of the Business Plan, including Sales Strategies, Pricing, Yield Management the Operations.
* Provide the highest quality guest service product, a positive work environment for employees; maintaining programs vital to the company culture.
* Defining, implementing and maintaining the highest standards of guest service.
* Ensure brand standards are met spearhead strategic partnerships to keep things fresh.

**AL MANAR Grand HOTEL, DUBAI, UAE **

 **Front Office Manager JUN 2016 –MAY2017**

* Monitoring all front office financial operations, including group billing, verifying rates discounts, daily sales reconciliation, petty cash and room inventory control
* Ensuring high levels of guest service standards to achieve customer satisfaction and return business, thus maximizing profits by ensuring the highest occupancies at maximum yield.
* Effectively managing people in order to maximize the effectiveness of staff and develop their potential and ensuring that the necessary safety and security procedures are adhered to within R6rooms Division.
* Monitor all the Reservations and make sure all guest needs are considered and anticipating guest needs thru following their special request and preferences and Courtesy Arrival Experience Call record.
* Following up with the in house guest the Satisfaction before they leave the hotel and take the necessary action to satisfy them and get positive feedback from them to increase the hotel Score at the Online channel.

**BEST WESTERN SKY CITY HOTEL, GURGAON **

**Front Office Manager**

*Permoted as*

**Asst. Front Office Manager AUG 2012 -JUN 2016**

* Oversaw management and administration of all front office operations along with client relationship management and assisted sales & marketing teams in generating revenue and reports
* Managed overall hotel inventory, keeping control on cost & expenses by making optimum utilization of resources &time to ensure profitability while ensuring adherence to quality parameters
* Analyzed P&L statements, developed operating budgets and planned & forecasted capital expenditure
* Assisted General Manager in operation's planning, implementations and enforcement of policies & procedures and provided decision support in the creation of business reviews and adhoc analysis
* Geared the activities of change management to ensure maximum productivity and build a well-organized system, thus mapping out all the obstacles

**CLARENS HOTEL, GURGAON**

**Duty Manager**

*Permoted as*

**Sr. Guest Relation Executive**

**DEC 2011 -AUG 2012**

* Led the front office team to manage day to day operations at the Front desk and reported to Front Office Manager.
* Executed the Night Audit process to ensure accurate revenue yielding after checking transactions during the day
and forecasting occupancy and revenue through effective analysis for the forthcoming day & the week ahead
* Amended the existing and made new Local Standard Operating Procedures (LSOP) for entire Front Office
* Oriented, trained and motivated staff to pursue the Brand Standards laid down by the Marriott International
* Initiated new Regional Initiatives within Department as per Marriott Standards and actively involved in problem free stay for guest ensuring greater customer satisfaction.

**THE BRISTOL HOTEL, GURGAON **

**Guest Relations Executive**

 **NOV 2010-NOV2011**

* Easily developed rapport with clients, quickly assessed needs and responded effectively to pressure & deadlines
* Highlighting VIPs, Arrivals, Groups, special requests, selling strategy.
* Occupancy and productivity reports and executed IDS operations and Brand Standards
* Listening to and resolving complaints and providing excellent customer service throughout their stay.
* Managed all guest complaints and maintained a satisfactory impression with the guest by resolving any complaints, ensuring **inter-departmental** communication and cooperation for better guest satisfaction

**RECOGNITION**

* Appreciated as “**Outstanding Performance of the Year**” at **Al Manar Grand Hotel**.
* Appreciated as “**Best Upseller of the Year** ” at **Al Manar Grand Hotel**.
* Appreciated as “**Best Employee of the Month**” at **Al Manar Hotel**
* Appreciated as “**Best Employee of the Month**” at **Best Western Sky City Hotel.**
* Comment cards received from guests as recognition for services rendered.
* Appreciated by the guests & management alike for the exclusive performance as far as guest relations.
* Phenomenal contribution in the increase of the ratings of property on Tripadvisor.com & all online portals.

 **EDUCATION**

* **Master’s in**Business Development Administration (Pursuing), **Manav Bharti, HP, 2017**
* **Bachelor** in Commerce **HNBGU Garhwali University**, **UK,2014**
* **Diploma** in Aviation & Tourism**, AVALON Aviation Academy**,**UK 2010**
* **Intermediate** from SGRR Public School**,CBSE Board, UK 2009**
* Technical Skills: MS Office Suite (Outlook, Word, PowerPoint) Computer related Applications & Software

**PERSONAL INFORMATION**

* **Height : 5’5**
* **Weight : 47**
* **Nationality : Indian**
* **Marital Status : Singl**e
* **DOB :04/09/1990**
* **PP Status : ECNR**
* **Visa Status : Visit till 25th May,2018**

**Languages known: English and Hindi References: Available on request**