



SUNILKUMAR

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WORK EXPERIENCE

Position: Front Office Executive at West zone Plaza Apartment Hotel, Dubai Dec 2022 – Present

- Meet Guests when they arrive and getting them settled in their rooms.
- Anticipate Guests' needs by learning their preferences, allergies, dislikes, etc.
- Maintained records of customer feedback and records of action taken to address complaints and Negative ratings.

Position: Duty Manager at Ocean spray, Pondicherry, India Apr 2019 – Oct 2022

- Conducts and ensures the neat of appearance of front office attendant as well as correct attitude and behavior, discusses problems that encountered on this point with front office manager, assistant front office manager and their shift leaders
- Promotes and maintains good public relations.
- Motivates and maintains good staff relations.
- Assigns and Approves Duty roster for all Front desk staffs

Position: Duty Manager at Holiday Inn Express, Chennai, India

Apr 2018 – Mar 2019

- Checks cleanliness of lobby and public areas, lights and as well as front office staff in proper and orderly appearance and behavior.
- Checks on registration cards of arriving guests and ensures all information should be filled on each card either by Guest Relation Officers or the guests.
- Assists reception, business Centre, cashier, concierge and bell captain during they are busy.
- Answers guests inquire, handle complaints and attend to the needs of the guest.

Position: Duty Manager at The Raintree, Chennai, India Apr 2016 – Nov 2017

- Reporting to Front office Manager.
- Promotes and maintains good public relations.
- Greets the VIP guests of the hotel. As directed by the Front office Manager, Performs special services for VIP Guest's.
- Assists in VIP's arrival departure in absence of guest relation officers.
- Co-ordinates with all departments concerned in order to maintain Front Office functions properly.

SKILLS

- Leadership skills.
- Patience and the ability to remain calm in stressful situations.
- The ability to work well with others and concentration skills.
- MS-Office : MS Word, MS Excel, MS PowerPoint.
- PMS: IDS, Opera, Oois and Portal.

EDUCATION

- M.Sc. Hotel Management & Tourism (2010 – 2011), Annamalai University.
- Diploma in Hotel Management and Catering technology (2002 -2005)

LANGUAGES

- English
- Hindi
- Malayalam
- Tamil

Position: Asst. Head butler at Kanuhura, Maldives Mar 2014 – Jul 2015

- Supervised and directed department personnel on day-to-day operations and provided Constructive feedback to enhance performance and productivity.
- Monitored the level of customer satisfaction by recording guest requests and complaints, and constantly worked on improving shortcomings through investigation, analysis and corrective action.
- Monitored shift and manning requirements and prepared efficient work schedule for staff as per operation requirements.
- Ensured that the highest quality services are delivered to all guests at all times.

Position: Royal Club Executive at Le Royal Meridien, Chennai, India Aug 2011 – Feb 2014

- Report directly to and communicate with Front Office Manager on all pertinent matters Affecting guest service and hotel operations.
- Provide functional assistance and direction to all departments.
- Supervise and direct smooth handling of Club Lounge and Front Desk operations.

Position: Butler Executive at Adaaran Prestige, Maldives Jan 2007 – Jan 2010

- Leading and coordinating the Butler team.
- Preparing the Training schedule for the Department.
- Taking care of different Excursions available in the Resort.

Position: Butler Service at Taj Coromandel, Chennai, India Jun 2005 – Dec 2007

- Ensured guests are personally greeted and escorted to their room them feel expected and welcomed.
- Conducted in---room and hotel familiarization and assist guests in hotel activity enquiries and Requests.
- Processed account from check---in to check---out, ensuring accurate postings of all incidental Charges.