



KAPIL VERMA – MAKING THINGS HAPPEN

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Vision

To be a globally compatible Hospitality Professional through continuous learning, research and contribute to the field of Hospitality Industry. Willing to work as a key player in challenging and creative environment.

Aim

To implement systems that optimize productivity and customer satisfaction, decrease vacancy rates and increase bottom line. Driven to manage hotel costs and boost revenue through flexible and innovative management techniques. Able to work with a variety of cultures under challenging work environments

Introduction

A warm personality, smart appearances, polite and courteous nature with a keen interest in people; Presenting 13+ years of experience as Front Office Manager, Duty Manager, Front office Supervisor and Front office Executive. Expert with a track record of leading cross-functional teams, end-to-end operations and achieve the highest level of customer experience.

Scholastics – Diploma in Hotel Management - Bhartiya Vidya Bhawan (BVB)

Core Competencies

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|-----------------------------------|--------------------------|-------------------------------|
| • Telephone Skills | • Discretion | • Organizing Meeting |
| • Communication | • Adaptability | • Managing Database |
| • Diplomacy | • Relationship Building | • Events and Conferences |
| • Handling Complaints & Emergency | • Initiator | • Transport and Accommodation |
| • Multi-task | • Resolution | • Office Administration |
| • Decision Making | • Organizing Skills | |
| • Reliability | • Leadership Skills | |
| | • Managing Office Budget | |
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Synopsis

- Consistently offering friendly, engaging and a service culture that contributes positively to the Brand's Vision and Mission.
- Ensuring the front desk provides a professional and friendly service for customers
- Dealing with customers, including handling complaints when they come to the desk
- Conducting regular inspection of VIP arrival rooms
- Providing managerial support to other Rooms Division Leaders in daily operational duties
- Liaising with the housekeeping or engineering department on deviation from standard set-ups
- Coaching, leading, guiding and directing the efforts of the team of front desk
- Approving and adjusting schedules as required based on business volume forecasts.
- Supporting recruitment for the Front Office team
- Promoting and following a safe work environment

Professional Experience

▪ **(Currently working)**

Deputy General Manager, Agrasen foundation (Tgb Food private limited) July' 2022 till date .

- Leading and Managing facility/Property of 78 rooms and 4 Banquet Hall while helping to improve overall guest satisfaction.

Front Office Manager<Operation Manager Lalooji & Son's (RANN UTSAV THE TENT CITY) June' 2014 till July 2022

- Leading and managing facility/property of 450 rooms while helping to improve overall guest satisfaction
- Handling Check-in Procedure such as receiving guest, registration, allocation of room, securing advance payment and providing needed information to guest
- Operating Check-out Process which includes, arranging paperwork, greeting customer, reviewing bill, processing payment, and collecting feedback
- Accountable for looking after guest queries by staying calm, Active listening, Acknowledging the Problem, Getting the facts and delivering the solution
- Taking care / in-charge of reservations i.e. Formulations of reservation request, Reservation acceptance, Providing Confirmation notification, and modification in Pre-arrival activities
- Supervising Walk-in Customers and assisting them in providing service
- Encouraging guest to leave with reviews, assisting them in feedback process
- Smooth Co-ordination within departments to carry out end results effectively
- Acting as GM, Head in their absence
- Work Location remains Kutch every year during Rann Utsav i.e. Oct' – March'

Duty Manager<-Supervisor <- Front Office Associate, Cambay Hotel Pvt Ltd Jan' 2011 – May' 2014

- **Looking after Guest** – Offering the little extras, Offering some amenities free of charge, always fully-staffed, Showing care by listening and responding, making guest feels special, providing training to existing staff while offering complimentary items
- **Arrival & Departure** - Preparing key card, offering it to the guest for signature, giving the room key to either the guest or the bellboy and recording guest arrival on daily arrival list
- **Reports** – Responsible for generating reports like monthly summary reports, RevPAR, room report, close out balance report, deposit received report, daily revenue report, posting audit report, ADR, and pending balance of each guest folio
- **Guest inquiries** – Responsible for looking after guest queries by staying calm, Active listening, Acknowledging the Problem, Getting the facts and delivering the solution

Achievement

- Achieved Triple Promotion during tenure due to up most efficiency and dedication
- Awarded Best Employee of the Year '2011 and '2013

Front office supervisor, Ummed Hotels

June' 2010 – Dec' 2010

- Ensured outstanding customer care at all the times
- Maintained a friendly, cheerful and courteous demeanour always
- Courteously and accurately answers inquiries from potential guests and accepts hotel reservations
- Responded to telephone and in-person inquiries regarding reservations, hotel information and guest concerns
- Used suggestive techniques to sell room which resulted in increased occupancy and revenue.
- Supervised daily shift process ensuring all team members adhere to standard operating procedures.
- Trained, directed, resolved issues/problems and provided coaching & counselled the front desk team members to ensure a quality operation.
- Resolved customer issues, complaints, problems in a quick, efficient manner
- Adhere to company credit limit / floor limit policies

- Allocate rooms to expected arrivals after checking the guests' preferences and special requests

Front office Executive, Narayani Resort

Feb' 2008 – May' 2010

- Overseeing the front-office operations, blocking of rooms, handling of VIP guests movements and guests with special needs along with regular guests.
- Responsible for smooth Front-Office Operations
- Trained new employees and trainees as per hotel policies and standards
- Handled guest complaints & requests