




# AKASH B. KURUP

## ASSISTANT FRONT OFFICE MANAGER

### Contact

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 +918839138146

 Power house Colony, Vijay  
Ward, Jagdalpur,  
Chhattisgarh.

### Education

- **Asan Memorial College of  
Arts and Science**

*B.Sc Catering and Hotel  
Management*

01/05/2016 — 31/03/2019

- **HAM Academy**  
*Higher Secondary*

01/04/2014 — 31/03/2016

- **Deepti Convent School**  
*Secondary education*

01/04/2014 — 31/03/2016

### Skill

- Opera.
- Proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint. Salesmanship.
- Excellent relationship building skill.
- Quick Grasping Power and multitask.

### Profile

To be a successful professional in a globally respected company and to achieve the objectives of the company with honesty and fairness and to continuously upgrade my knowledge and skills.

### Work Experience

● November 2024– Present

#### **Accord Hotels and Resorts**

##### Assistant Front office Manager

- Customer Satisfaction (Guest Feedback, Social Media Review)
- Financial Performance (Up selling, Room Revenue, Operation Auditing, P&L Review & Forecasting.)
- Heading operations in absence of Room divisions manager
- Manages and motivates the Front Office team in order to provide a high standard of service for customers.
- Ensures that the pricing policy and internal audit procedures are duly applied.
- Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a rapid solution in a Professional technique.
- Supporting team in a day-to-day management of front desk operations and concierge. To know the guests' expectations and provide them with the best and finest service with utmost perfection.
- Managing OTA platform .
- Ensures that all the documents, products and provisions needed for the department and for the guests are available and up-to-date to maintain Front Office logbook and shifts reports.

● June 2024– October

#### **Novotel Guwahati GS Road**

##### Duty Manager

- Customer Satisfaction (Guest Feedback, Social Media Review)
- Heading operations in absence of Room divisions manager
- Manages and motivates the Front Office team in order to provide a high standard of service for customers.
- Ensures that the pricing policy and internal audit procedures are duly applied.

- Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a rapid solution in a Professional technique.
- Taking care of Night Audit Reports
- Supporting team in a day-to-day management of front desk operations and concierge. To know the guests' expectations and provide them with the best and finest service with utmost perfection.
- Ensures that all the documents, products and provisions needed for the department and for the guests are available and up-to-date to maintain Front Office logbook and shifts reports.

December 2022– June 2024

### **Ibis Chennai City Center**

#### **Duty Manager**

- Ensure that the department complies with and exceeds the SOP's set by Accor.
- Have an in-depth understanding of the AllAccor program. Ensure all associate are trained regularly on benefits of the program.
- Regular inspection of the section to ensure quality standards are maintained.
- Oversee smooth arrival and departure of the guest in the hotel.
- Maintaining staffing level in line with hotel occupancy and productivity.
- Manage and develop all Front Office associate and provide them with necessary coaching & counselling, support and guidance as required.
- Ensure associate are up to date with hotel product Knowledge, including room types, rates, relative features and facilities, food and beverage outlets, health club.
- Meet and greet all: All Member Guests, Return Guest and VIP guest of the hotel.
- Guiding the Team in Managing day to day activities in Front Office including Front Desk, Reservation, guest complaints Office Airport pickup drop.
- Assisted FOM during opera cloud migration.
- Assisted Ibis Kolkata Rajarhat during the opera cloud migration. As Task force.
- Being General cashier personally take care of PCVs and due back.

April 2021 – June 2022

### **Courtyard by Marriott Madurai**

#### **Front Office Executive**

- Greeted visitors with a warm and friendly welcome when entering in lobby, maintaining an excellent first impression.
- Manage check-in and checkout of guests on daily basis.
- Effectively and efficiently dealt with customer complaints, offering smart solutions to maintain customer satisfaction and loyalty.
- Implemented guest feedback to hotel feedback system to drive continuous improvement.
- Resolved guest issues promptly to improve customer experience.
- Promoted hotel brand in positive light by providing friendly customer service, responding to correspondence efficiently and going the extra mile to resolve queries. Closing Customer Care Queries.
- Assisting and coordinating trainings for the associates.
- Fulfilling all the needs of the Guest whatever has been Promised & Committed.
- Kept front office and hotel areas clean and presentable by clearing desks, fluffing pillows and hovering floors when required.
- Effectively manage the overall front office operation in the absence of the Duty Manager. Handling VIP Movement and HWEC Guest of Hotel. Managing guest meet report.

July 2019– March 2021

### **Aloft Chennai**

#### **Front Office Associate**

- Making Reservation and Managing guest arrival and departures. Responsible for Cashiering and Billing.
- Preparing Form-C.
- Upselling Rooms- Achieving Upsell and Enrollment Target. Night Auditing.
- Processing of all Front Office SOPs.
- Handling Guest queries.
- Certified Departmental Trainer

● December 2017- May 2018

### **Trident Oberoi**

#### **IET**

- Worked in Front Office and Food & Beverage Department and learned basic standard operating Procedure at Front Desk and Restaurant. Guest Service,
- Check-in Checkout, Reservation, Currency Exchange and billing work on Restaurant