

# Shashank Sharma



## Profile:

With an Overall experience of Years 13 in the Hospitality Industry, worked in the world class hotels with a reputed 05 star Chains like Taj Hotels Resorts and Palaces, Star Wood Hotels, IHG, Marriott ITC Luxury Collection, Pride Group of Hotels have made me a very well informed, dedicated, flexible leader who can motivate, drive and lead the team from front for organizational growth and for accomplishing targets with in a stipulated time frame. An Enthusiastic leader with extreme and extensive abilities of handling large teams to lead and accomplish the revenue targets set by the management, Perseverance on Centre for the Guests Excellence and the excellent purview of forecasting for smooth operations as per the management guidelines.

## Educational Qualification:-

- Completed 4 years Degree Course in Bachelors of Hotel Management and catering Technology from Graphic Era University Dehradun (2008-2012).
- 12'h From ISC Board from Swami Hariharanand Public School Haridwar 2007-2008.
- 10th from ISCE Board from Swami Hariharanand Public School Haridwar 2005-2006.

## Work History:-

- Currently working as a Front office Manager at Fairfield by Marriott Agra since March 2024 and heads Rooms Division
- Internal Transfer and Promotion as a Front office Manager at Welcomhotel by ITC Ahmedabad from February 2023 till November.
- Worked as a Duty Manager at ITC Gardenia A- luxury Collection Hotel! Bangalore a 292 Keys and a Member of Marriott Luxury Collection from March 2021 till April-2023.
- During Corona worked with Radisson Blue Ludhiana for 6 Months as a duty manager - September to March 2021.
- Worked with Pride Plaza New Delhi Aerocity as a Duty Manager from 2018 October -2020 September a 385 Keys.
- Worked with Crowne Plaza Ahmedabad & Holiday Inn express an IHG Hotel as a Duty Manager from July 2017-2018 October 200 Keys.(Task Force for 4 Months completed at Holiday INN express)
- Worked with The Westin Gurgaon as a Front Office Executive from April 2016-June 2017 313 Keys.
- Worked with Vivanta by Taj Surajkund Faridabad from 2014-2016 April as Team Leader Front office 285 Keys.
- Worked with the Taj Club House Chennai as a Front Desk Team Member from June 2012- October 2014 a212 Keys.
- Worked with Taj Club House Chennai as a Bell Desk team Member from October 2011- June 2012 212 keys.

## Jobs and Responsibilities:-

- Job Role: Head of Front Office/Revenue/Reservations/Guest Services & Wellness Operations
- Reporting to: General Manager and Area Head – North for Marriott Managed Hotels

### Key Areas of Responsibility:

- Front Office Operations: Oversee all guest arrival and departure procedures, ensuring exceptional customer service while driving operational efficiency.
- Revenue and Reservations Management: Monitor and optimize room rates, occupancy, and booking strategies through OTAs, Medallia, Revinate, and other platforms. Focus on maximizing financial performance and guest satisfaction through these channels.
- Health & Wellness Operations: Manage the gym, spa, and swimming pool, ensuring high standards of service, safety, and guest experience.
- Guest Services and Front Desk: Supervise guest services, ensuring that front desk and bell staff maintain high service standards.
- Responsibilities:
- Leadership and Team Management:
- Directly manage front office and wellness line managers and their teams to ensure smooth operations.
- Foster a culture of continuous improvement, focusing on both guest and employee satisfaction.
- Lead regular training sessions to enhance team skills in guest relations, quality excellence, and teamwork.
- Coordinate with interdepartmental Heads of Department (HODs) for seamless operations across various hotel functions.
- Operational Strategy and Performance:
- Strategically plan and oversee day-to-day operations, including guest services, staffing, procurement, quality control, and documentation.
- Analyze guest feedback from platforms like NPS, TA, Medallia, and Revinate to identify areas of improvement and develop action plans.
- Set clear goals and ensure the team meets key performance indicators (KPIs) related to customer satisfaction, revenue generation, and operational excellence.
- Staff Management and Development:
- Manage staffing levels in line with operational needs, balancing guest satisfaction, cost efficiency, and revenue targets.
- Conduct staff briefings, review meetings, and motivation sessions to maintain morale and improve service standards.
- Organize and implement training programs for continuous development of technical and soft skills.
- Guest Experience and Complaint Resolution:
- Handle guest complaints and special requests promptly and professionally, ensuring that all issues are resolved to the guest's satisfaction.
- Strive to create memorable experiences for guests by maintaining a high standard of service across all touchpoints.

## Financial and Operational Management:

- Ensure that all financial processes, including cash handling, billing, and credit procedures, comply with Marriott standards and policies.
- Prepare monthly management reports analyzing customer feedback, booking trends, cancellations, and financial performance.
- Monitor departmental budgets, ensuring that costs are managed effectively while maximizing revenue.
- Training and Development:

### **Skill Set**

- Train associates on BSA (Brand Standards and Policies) to align with company objectives, ensuring a deep understanding of operational requirements and targets.
- Foster excellence in operations and guest satisfaction by providing regular training sessions and reinforcing the importance of maintaining high service standards.
- Operational Management and Forecasting:
- Demonstrate expertise in forecasting and managing operational requirements to ensure smooth daily operations, balancing flexibility and efficiency.
- Adapt to changing conditions and make quick, informed decisions to address challenges and optimize resources.
- Skills and Expertise:
- Proficient in a wide range of Property Management Systems (PMS), including Opera, Amadeus, Fidelio, IDS, and MARSHA, as well as OTA Extranets.
- Highly organized with a positive, proactive attitude and quick learning ability, adapting easily to new systems, processes, and technologies.
- Adept in the use of Onity, VingCard, Trinity, and FCS software for managing guest services and operations effectively.
- Strong proficiency in MS Office and other tools for operational and administrative tasks.
- Training the Associates on the BSA and Policies of the Company to ascertain the needs of the company and to achieve the Targets to achieve excellence in the operations and guests' satisfactions.
- Excellent in forecasting and managing the operations requirement, flexibility is the key.
- Highly organized and dedicated with a positive attitude and a quick learner.
- Excellent Knowledge of PMS, Opera, Amadeus, Fidelio, IDS, MARSHA, All OTA's Extranet Excellent Team Player and has quick decision maker.
- Adaptability in any kind of culture and environment.
- Knowledge of Onity, ving card, trinity and FCS software, MS-office. Excellent up selling techniques and promoting the brand products.