



# GAURAV PARIYAR

Mumbai

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## SUMMARY

Adaptable professional with 12+years of experience and a person knowledge of back-of- the-house operations, budget administration, and amenities. Aiming to leverage my skills to excel in all assignments by giving my very best and achieving desire goals for the organization and for myself. Strategic Operations Head with background in optimizing productivity and enhancing profit margins. Known for strengths in leadership, operational efficiency, and streamlining processes. Have led teams to achieve goals and consistently driven growth in previous roles. Possess exceptional skills in strategic planning, project management, and team coordination.

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## SKILLS

- Managing ability
- Attitude towards learning
- Strong analytical ability
- Initiative
- Ability to work in a team
- Relationship-building
- Interpersonal skills
- Presentation skills
- Client issue resolution
- Communication skills
- Time management
- Scheduling
- Planning
- Cross-functional coordination
- Operational efficiency
- Revenue generation
- Market research
- Forecasting
- Analysis
- HR planning
- Customer relationship management (CRM)

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## EXPERIENCE

### **FRONT OFFICE MANAGER, 01/2023 - 02/2024**

#### ***Lords Hotels & Resorts***

- Company Overview: A 4-star, 130-room, Deluxe, Business-Chic Hotel, featuring 6 Conference Halls, 2 Restaurants, a Health Spa, Swimming Pool, A Gymnasium, and Business Centre
- Resolved customer inquiries and complaints requiring management-level escalation
- Day-to-Day Operations Supervises and manages employees, ensuring the quality, standards and meeting the expectations of the customers on a daily basis
- Ensure full compliance to Hotel operating controls, SOPs, policies, procedures and service standards
- Handling complaints, and oversee the service recovery procedures
- Manage ongoing profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded
- Ensure all decisions are made in the best interest of the hotels and management
- Closely monitoring the hotel reports on a daily basis and take decisions accordingly
- Giving inputs during appraisals, evaluations, promotion & recruitments
- Representing the department in monthly review meets and interdepartmental co-ordination meetings
- Ensuring that monthly financial outlooks for Rooms, Food & Beverage, and Admin & General are on target and accurate
- Maximizing room yield and hotels revenue through innovative sales practices and yield management programs
- Providing effective leadership to hotel team members
- Responsible for safeguarding the quality of operations both (internal & external

- audits)
- Handling complaints, settling disputes, resolving grievances, and conflicts, or otherwise negotiating with others
  - Supervised the preparation of guest bills and invoices ensuring accuracy before issuing them to guests
  - Maintained accurate records of financial transactions such as cashiering activities, credit card charges
  - Monitored guest satisfaction metrics and developed strategies to improve service quality
  - Implemented loyalty programs and promotional offers to retain and attract guests
  - Utilized property management systems to manage guest bookings, payments, and other transactions
  - Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs
  - Conducted transactions, confirming patient information, and processing according to standard protocol
  - Developed and maintained a positive working environment, fostering team collaboration
  - Held regular one-on-one meetings with employees to review performance and priorities and provide feedback
  - Analyzed business performance data and forecasted business results for upper management
  - Conducted regular meetings with staff members to discuss new initiatives or changes in existing processes
  - Analyzed daily reports such as occupancy rate report, revenue report, prepared by subordinates
  - Resolved conflicts between customers or staff members professionally
  - A 4-star, 130-room, Deluxe, Business-Chic Hotel, featuring 6 Conference Halls, 2 Restaurants, a Health Spa, Swimming Pool, A Gymnasium, and Business Centre

**RESERVATION SUPERVISOR**, 10/2022 - 01/2023

**AL EMADI HOSPITALITY**, Doha, Qatar

- Company Overview: FIFA 2022 Fan Village Accommodation (Pre-Opening) 10,000 Keys Porta Cabins
- Act as a main resource for reservations needing assistance technically or with regards to achieving customer satisfaction
- Ensure reservation department and Front Office staff are constantly aware of availability states open, on request, closed dates, high demand dates etc
- Responds to all guest reservation requests and executes prompt, courteous and accurate guest service at all times
- Fully knowledgeable about hotel guest rooms, rates, promotions, amenities, programs, hotel facilities and services
- Assists and prepare in groups pre-arrival process and also preparing group rooming lists
- Create and manage rates and packages configured on the Hotel software
- Track all reservations picked up from all On-line channels like hotel website, OTA, GDS, other third party etc
- Co-ordinate with the Channel manager for any availability, rate or booking integration issues
- Handle external systems like channel Manager, Web booking engines, Rate

- comparison tools, Online Travel Agents extranets etc
- Responsible for maintaining Rate parity across all booking Channels (Website, OTA, GDS, Travel Agents Etc.)
  - Understand and enforce hotel and company credit policies and Ensure proper billing instructions, routing instructions and payment methods are applied to the reservations
  - FIFA 2022 Fan Village Accommodation (Pre-Opening) 10,000 Keys Porta Cabins
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**FRONT OFFICE MANAGER**, 01/2014 - 01/2019

**THE SUNCITY HOTELS**, Mumbai

- Company Overview: Unit of Biz Groups of Hotels
- Organized resources and staff necessary to handle requirements and maintain strong service levels
- Confirmed transactional data by verifying name and payment information and clearly communicating costs and fees to patrons
- Reviewed safety, health and sanitation processes throughout areas and enforced rules to promote security and safety
- Setting sales targets for staff and monitoring them to ensure that they are met
- Engaging and motivating staff to do better
- Identifying other revenue stream opportunities
- Managing and setting room rates
- Launching local publicity campaigns and attending networking events
- Supervising the activities of the reception staff
- Constantly focusing on profitability and growth
- Monitored office inventory to maintain supply levels
- Unit of Biz Groups of Hotels

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**SENIOR FRONT OFFICE EXECUTIVE CUM SALES & MARKETING MANAGER**, 01/2011 -

01/2013

**HOTEL SUNRISE INN**, Kolkata

- Maintained accurate bookkeeping of important files, running reports and delivering updates on occupancy and revenues
- Met budget targets and quality standards by proactively leading team members and monitoring operations
- Created and optimized employee schedules for shift coverage
- Recruited, trained and developed administrative team to support corporate growth and objectives
- Conducted staff performance evaluations to monitor progress and recommend professional development plan
- Oversaw CRM updates and backups, report generation and troubleshooting requisition
- Planned customized itineraries for guests with special activities to support local tourism and entertainment industries
- Liaised with customers, addressed inquiries, handled meeting requests and answer billing questions to provide outstanding customer care
- Effectively managing the daily operations of the hotel
- Co-ordinate with the Channel manager for any availability, rate or booking integration issues
- Handle external systems like channel Manager, Web booking engines, Rate

comparison tools, Online Travel Agents extranets etc

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**FRONT DESK EXECUTIVE, 01/2009 - 01/2011**

*The HOTEL CICULAR, Kolkata*

- Answered phones to respond to customer inquiries and transfer calls to appropriate staff members
- Maintained an updated database of guest check-ins, checkouts, and fees
- Tracked staff schedules and called for outside maintenance as needed
- Responded to guest complaints in a professional, courteous manner
- Managed multiple phone lines while attending to guest issues
- Reviewed daily listings of reservations to look for and correct booking errors
- Ensured that special accommodations were made for guests when appropriate
- Coordinated with other staffing departments to ensure solid guest relations
- Managed all guest relations and updated scheduling database
- Updated monthly calendar of hotel events and special promotions
- Passed room service requests to the correct staff members
- Maintained an updated inventory of front office supplies
- Managed front desk operations

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**EDUCATION AND TRAINING**

**Graduate BA: Eng. (Hons)**

*NIOS Board*

**Passed class XII Examination: All India Council for Open Education**

*West Bengal Board of Secondary Education*

**Passed class X Madhyamik Examination**

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**DISCLAIMER**

I do hereby declare that above made particulars by me is true, correct and complete to the best of my knowledge the belief. If any in the event found to be false/incorrect I liable to cancelled my candidature.

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**PERSONAL INFORMATION**

- Passport Number: P 6748383
- Date of Birth: 03/05/89