



SURAJ JHA

Date of birth: 25/01/1989 | **Nationality:** Indian | **Gender:** Male | **Phone number:** (+91) 9898186467 (Mobile) | **Phone number:** (+971) 562901362 (Work) | **Email address:** surajjha066@gmail.com | **Website:** www.surajjha.co.uk | **LinkedIn:** https://www.linkedin.com/in/suraj-jha-a08469193 | **Skype:** surajjha066 |
Passport Number: V7999041 | **Passport Expiry:** 27/02/2032 | **Visa Status:** Visit Visa |
Address: FLAT NO B-307, SAI ORCHID BAVIASSA FALIA ROAD, SILVASSA D&N.H-396230 , 396230, SILVASSA, India (Home) |
Address: DEIRA DUBAI, DUBAI, United Arab Emirates (OPP SALAHUDDIN METRO STATION, DEIRA DUBAI)

● ABOUT ME

Guest Centric & Result Oriented Hospitality Professional

To work with a reputed organization where I have opportunities in Front Office or House Keeping to grow and play vital role to the growth of the organization, I desire growth, based on performance, accomplishments and achievements for my future and career. To secure a challenging position where I can effectively contribute my skills and abilities in hospitality industry.

● WORK EXPERIENCE

18/03/2023 – 14/09/2024 DEIRA, United Arab Emirates

ASST. FRONT OFFICE MANAGER MARCO POLO HOTEL-DUBAI

- Supervises overall activities in the department.
- Supervises and delegates duties to supervisors and prepares work schedule for them.
- Daily Keep Track of TD Fee Shift wise
- Prepare & Update Figure in Carbon Calculator Monthly
- Prepare the Bed & Occupancy Report for DTCM,
- Daily do Briefings to Front Desk Agents including supervisor, Executive and Duty Manager
- More Focus on Hotel Ranking and try to improve Keep track of Guest Feedback, Repeat Guest and Room Revenue
- Ensures good communication and cooperation between front office department and other departments.
- Daily Monitor OTA Portal Keep Track of Compset near by Compset hotels.
- Conducts daily briefings
- Personally welcomes guests and allocates rooms and coordinates with supervisor for proper follow up.
- Personally resolves any problem a guest may face during his stay in the hotel or endeavors to provide the maximum service possible always with a margin for flexibility.
- Conducts regular inspections of Lobby & Reception areas, Daily Check Rooms Before Rooms Allocating before Arrival Time.

02/09/2019 – 10/06/2022 Mount Abu , India

ASSISTANT FRONT OFFICE MANAGER STERLING HOLIDAYS & RESORTS

- Welcomes guests and fosters customer loyalty through his/her friendly manner.
- Develops high-quality relationships with guests throughout their stay.
- Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a fast solution.
- Oversees and supervises guest arrivals and departures with the front office executive and duty managers.
- Provides a high level of customer service and maintains a high profile in the day-to-day front office operations.
- Ensures that personalized service is offered to each and every guest.
- Ensures that the pricing policy and internal audit procedures are duly applied.
- Supervises the management of debtors, group and individual guest invoicing and cash operations.
- Helps Sales Team for Loyalty Membership from Walkin Guest and Provides leads for Membership Programs
- Focuses on Guest Feedback during Check Out.

DUTY MANAGER LORDS HOTELS & RESORTS, ANKLESHWAR- GUJARAT & JAYANAGAR - BANGLORE

- Greets the VIP guests of the hotel. As directed by the Front office Manager, Performs special services for VIP Guest's.
- Prepares and checks for VIP's arrival and escorts guests to rooms, assists in VIP's arrival departure in absence of guest relation officers.
- 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.
- Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
- Operates the front office computer system in order to assist front office attendants.
- Handles guest complaints and other related problems and reports on the Assistant Manager's logbook.
- Assists reception, business center, cashier, concierge and bell captain during they are busy.
- Keep Focus on Guest Feedback during Check out
- Always Active for Reviews on Social Media i.e. Tripadvisor and all the Channel Portal
- Answer guests inquires, handles complaints and attend to the needs of the guests.
- Approves and sign for allowances, rebates etc., as required by Front Office Cashier.
- To responsible for front office operation during the absence of Front Office Manager (HO).
- Maintained optimal room position and occupancies to generate maximum resort revenues.
- Keep Auditing of Guest Reg card, Check Out Bills on Daily Basis
- Run Night Audit after complete Tally of all Correspondence.

01/03/2014 – 05/06/2016 Vapi, India

DUTY MANAGER ROYAL ORCHID HOTELS LTD

- Reviewed daily listings of reservations to look for and correct booking errors.
- Coordinated with other staffing departments to ensure solid guest relations.
- Managed all guest relations and updated scheduling database.
- Transferred calls to the correct department. 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.
- Responded to guest requests.
- Answering and directing calls to concerned staff members

01/11/2012 – 27/02/2014 Jaipur, India

OPERATION TRAINEE IN FRONT OFFICE OBEROI HOTELS & RESORTS

- Received guests on arrival with a friendly manner
- Entered complete details into the computer
- Efficiently deal with check-out of guests
- Deal with advanced reservations, took bookings and fulfilled particular requirements
- Doing Check-in and Guest Management, as directed by Front Office Supervisor and Duty Manager,
- Posted all transactions to make sure that all bills are kept up-to-date
- Prepared the cash for bank delivery and ensured that all floats are accurate at the end of shift

EDUCATION AND TRAINING

10/04/2023 – 07/05/2024 Berlin-Germany, Germany

LEADERSHIP AND TEAM DEVELOPMENT PROGRAM International Business Management Institute- Berlin Germany

Website ibm-institute.com

09/10/2024 – CURRENT New Delhi, India

ANGER MANAGEMENT OHSC - Oxford Hospitality

Website www.oxfordhomestudy.com | Level in EQF EQF level 8

2015 – 2018 Saharanpur, India

BACHELOR IN BUSINESS ADMINISTRATION-(HOTEL MANAGEMENT) Glocal University Saharanpur Uttarpradesh

2010 – 2012 India

DIPLOMA IN HOTEL MANAGEMENT INSTITUTE OF BUSINESS MANAGEMENT AND ENGINEERING

2008 – 2009

H S C PASS INTERMEDIATE COUNCIL OF SECONDARY EDUCATION, DELHI

06/04/2006 – 19/10/2007 India

SSC PASS BIHAR SANSKRIT SIKSHA BOARD PATNA

● LANGUAGE SKILLS

Mother tongue(s): **HINDI**,

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C1	C1	C2
ARABIC	C1	A1	A1	A1	
GUJARATI	C2	C2	C2	C2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Word | Microsoft Powerpoint | Microsoft Excel | Google Drive | Google Docs | Skype | Instagram

● RECOMMENDATIONS

Mr. Sriniyas Room Divison Manager

- Worked Together-Marco Polo Hotel Dubai

Email kniyas378@gmail.com | Phone (+971) 527253778

Mr. Ramesh Mishra Front Office Manager

- Worked Together

Email rameshmishrak79@gmail.com | Phone (+971) 545091215

ARVIND JHA F&B MANAGER

Worked Together

Email arvi121985@gmail.com | Phone (+91) 9818790062

● HONOURS AND AWARDS

07/05/2024

Leadership and Team Development – International Business Management Institute - Berlin Germany

Achieved for Best Leadership Quality from My Institute.

06/01/2024

Best Performer for the Year – Marco Polo Deira Dubai- UAE

Awarded By General Manager & Corporate HR Manager

08/08/2018

Best Employee Of The Month – Lords Hotels & Resorts

Best Employee of the Month

05/05/2024

English for Tourism-Hotel Reception & Front Desk – Alison Institute-Galway,Ireland

10/10/2013

Best Front Office Team Achievement – Oberoi Hotels & Resort

Issued By Vice President- Ms. Sangeeta

06/08/2024

Customer Service Essentials – Institute Of Hospitality- Tpsy

Link www.tpsy.com

ORGANISATIONAL SKILLS

Attention to detail Project management Strategic planning Task analysis Workflow analysis
Budgeting Scheduling Meeting deadlines Coordinating events Planning and meeting goals Tracking
inventory Productivity Time management

COMMUNICATION AND INTERPERSONAL SKILLS

INTERPERSONAL SKILLS

- Active listening
 - Teamwork
 - Responsibility
 - Dependability
 - Leadership
 - Motivation
 - Flexibility
 - Patience
 - Empathy
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"Committed and results-driven professional with a proven track record in Hospitality Industry. Possessing a unique blend of Guest Relation, Achieving positive Feedback, Problem Solver e.t.c., I am poised to bring my skills and enthusiasm to a dynamic team. Open to new challenges and eager to contribute in Hospitality Management, I am confident in my ability to make a positive impact." I do hereby declare that all the information furnished above is true to the best of my knowledge & belief.



Dubai-United Arab EMirates , 15/02/2024

SURAJ JHA