



# GAUTAM CHATTERJEE

FRONT OFFICE MANAGER



Eros Sampooram, Greater Noida,  
201318, India



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## ABOUT ME

With over 15 years of immersive experience in the Hospitality Industry, I bring a strong focus on enhancing customer service and operations management. As a Front Office Manager, I have successfully coached and supervised a team of 40 front office staff, leading to a 1.25% improvement in service quality compared to previous year and 2% increase in guest satisfaction ratings. My expertise in training and development complements my dedication to executing efficient operational strategies and budget management.

## EDUCATION

### POST GRADUATE DIPLOMA IN HOSPITALITY OPERATIONS

Swiss Hotel Management School /  
Switzerland /  
2007

## SKILLS

FRONT OFFICE OPERATIONS

TEAM WORK AND  
COLLABORATION

CUSTOMER SERVICE

MANAGEMENT

ADAPTABILITY

## LINK

## WORK EXPERIENCE

### OZEN LIFE MAADHOO, MALDIVES

Jun 2024 - Jan 2025

#### Front Office Manager

- Coached and supervised 37 front office staff, overcoming training gaps to boost service quality by 3%.
- Faced with customer service delays, improved task accuracy by 1.25%, enhancing guest satisfaction ratings by 2% compared to last year.
- Handling customer complaints and special requests.
- Scheduling staff shifts and managing other HR-related tasks.
- Monitoring stock and ordering office supplies, including stationery and information leaflets.
- Preparing monthly management reports on customer feedback, bookings, and cancellations.
- Managing the departmental budget.

### PARK HYATT MALDIVES HADAHAA

Apr 2023 - Jan 2024

#### Front Office Manager

- Supporting, training, and supervising front office staff.
- Ensuring that all customer-related tasks are handled accurately and on time to improve guests' experience.
- Handling customer complaints and special requests.
- Scheduling staff shifts and managing other HR-related tasks.
- Monitoring stock and ordering office supplies, including stationery and information leaflets.
- Managing the departmental budget.
- Preparing monthly management reports on customer feedback, bookings, and cancellations.

### GRAND HYATT DUBAI

Oct 2021 - Apr 2023

#### Assistant Front Office Manager

- Prioritize and delegate daily work responsibilities to front desk staff.
- Train and guide front desk staff to provide quality customer services.
- Manage staffing schedules, shift changes, payrolls, and labor costs.
- Resolve guest issues and inquiries to ensure guest satisfaction.
- Develop and implement strategies for bell desk & front office operation.
- Identify process improvement to achieve financial and service goals.
- Supervise the billing and cash processes to ensure compliance with company standards.

linkedin:  
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 -/](https://www.linkedin.com/in/gautamchatterjee-/)

LANGUAGES

ENGLISH  
 HINDI

DECIMAL WHISPER  
 LDA. - 'FOOD-SUTRA'  
 (LISBON, PORTUGAL)  
 Apr 2019 - Oct 2021

- Provide feedback to the team members on their performances and improvements.

Restaurant Owner

- Manage and train workers including kitchen, wait, and host staff.
- Responsible for scheduling, ordering, bookkeeping, accounts payable, receivable, inventory, as well as working the business wherever needed.
- Complaint handling.
- Monitor budgets and payroll records and review financial transactions to ensure that expenditures are authorized and budgeted.

GRAND HYATT  
 DUBAI

Assistant Front Office Manager

- Working closely with DOR and FOM in cost control, rate setup, and variance reports.
- Key driver in the achievement of the department upselling targets.
- Complaint handling.
- Conducting on-the-job training/appraisals for the colleagues.
- Room inventory management.

GRAND HYATT  
 DUBAI

Duty Manager

- Reporting to Front Office Manager & Assistant FOM.
- Complaint handling.
- Ensuring guest satisfaction.
- Ensuring shift operation run smoothly.
- Room inventory management.
- Monitoring and assigning individual department projects & targets.

GRAND HYATT  
 DUBAI  
 Nov 2016 - Mar 2019

Front Desk Supervisor

- Expertise in smooth check-in and check-out.
- Follow up on VIP arrivals and room allocation.
- Monitoring credit risk reports.
- Key driver in the achievement of the department upselling targets.
- In charge of the operations dealing with day-to-day task allocation for the staff.
- Handling job training & development for the Guest Service officers.

GRAND HYATT  
 DUBAI

Guest Service Officer

- Expertise in smooth check-in and check-out.
- Responsible for ensuring guest satisfaction.
- Cash handling.

THE SANCTUARY AT  
 KIAWAH ISLAND  
 GOLF RESORT (USA)  
 Jun 2014 - Nov 2016

Management Trainee

- Working closely with the manager in budgeting and forecasting.
- Accountable for the process of coordinating payroll control.
- Handling restaurant reservation, wine sales log & event planning.
- Coordinating food and beverage outlets including back of the house operations.

## EXTRA-CURRICULAR ACTIVITIES

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OZEN LIFE  
MAADHOO  
Male  
Jan 2025

- **Leading Green Globe initiatives**  
using a holistic approach to promote economic, environmental, and social sustainability