

CONTACT



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SUMMARY

- As a accomplished Front Office Duty Manager with over 8 years of extensive experience in the hospitality industry. I am Highly service-oriented individual, knowledgeable and I have proven track record in guest relations,guest satisfaction & operational management, training and development of employees. I have demonstrated my skills while working with prestigious and renowned brands like Fairmont Jaipur, Hyatt Regency Chandigarh ,The Leela Hotels and Resorts and Andaz New Delhi.

EXPERIENCE

November 2023 -  
October 2024

- **Cluster Duty Manager Andaz and Hyatt Delhi Residences Aerocity ,New Delhi:(525 Keys)**
  - 1.Ensures compliance with all Front Office policies, standards and procedures.
  - 2.Conduct daily pre-shift briefings and to employees on room’s occupancy, arrival and departures, guest experience logs, events and special attention that are needed and de-briefing post shift.
  - 3.Monitors adherence to all credit policies and procedures to reduce bad debts and rebates.
  - 4.Improves service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.
  - 5.Implement strategies to enhance guest loyalty and satisfaction, contributing to positive online reviews and ratings.
  - 6.Monitor room availability, reservations, and room assignments to maximize occupancy and revenue.
  - 7.Supervises all areas of the Front Office in the absence of the Front Office or Assistant Front Office Manager.
  8. Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement.
  - 9.Intervenes in any guest/employee situation as needed to insure the integrity of the property is maintained, guest satisfaction is achieved, and employee well being is preserved.
  - 10.Identifies and analyzes Front Office operational challenges and facilitates the development of solutions to prevent reoccurrence.
  - 11.Handles complaints, settling disputes, and resolving grievances and conflicts with proper service recovery.
  - 12.Hands on leader with strong Opera PMS skills and have been leading by example in the team of multiple associates.

May 2023 - August  
2023

- **Duty Manager (The Leela Ambience Convention Hotel New Delhi(480 Keys)**

Manages day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.

  - Identifies and analyzes Front Office operational challenges and facilitates the development of solutionsto prevent reoccurrence.
  - Ensures employees understand customer service expectations and parameters.
  - Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement.
  - Intervenes in any guest/employee situation as needed to insure the integrity of the property is maintained, guest satisfaction is achieved, and employee well being is preserved.

<p>October 2021 - October 2022</p>	<ul style="list-style-type: none"> <li>• Handles complaints, settling disputes, and resolving grievances and conflicts. Conduct daily pre-shift briefings and to employees on room's occupancy, arrival and departures, guest experience logs, events and special attention that are needed and de-briefing post shift.</li> <li>• <b>Analyst- Customer Operations Inbound Process Eclerx Services Limited (IT Park Chandigarh):</b> Worked in an Inbound Customer Operations process for an esteemed US Telecom company (Comcast) in Central and Western market which includes technical assistance in cable, internet, telephone services, billing support &amp; resolution to the customers. <ul style="list-style-type: none"> <li>• Mentored new team members &amp; floor support for 6 months and helped new agent and resolved their queries and took escalation calls in the absence of floor managers</li> </ul> </li> </ul>
<p>April 2021 - September 2021</p>	<ul style="list-style-type: none"> <li>• <b>Acting Assistant Manager Front Office - Hyatt Regency Chandigarh (209 Keys)</b> Planning of Duty roster on a weekly basis of the entire department to ensure adequate manning at all times. <ul style="list-style-type: none"> <li>• Officiating in absence of the Asst. Front Office Manager.</li> <li>• Initiated plans to improve guest relations, quality standards and service efficiency.</li> <li>• Trained and developed new associates to drive efficient performance by training and emphasizing key skills, procedures and performance optimization strategies.</li> <li>• Constantly monitored front line areas including Front Desk, Lobby, Concierge, Bell Desk and Guest Services as well so that any questions could be responded to quickly and effectively.</li> <li>• Oversees all duties at the Front Desk was required by the organization.</li> </ul> </li> </ul>
<p>February 2019 - March 2021</p>	<ul style="list-style-type: none"> <li>• <b>Team Leader Front Office Hyatt Regency Chandigarh(209 Keys)</b> <ul style="list-style-type: none"> <li>• Engaging in daily process of the shift , ensuring all the activities there in are followed religiously as per brand SOP's.</li> <li>• Indulging in the guest feedback and ensuring the issue is resolved, resulting in a positive feedback</li> <li>• Handling Group check-ins and checkout and ensuring the group billing is appropriate as per customer's requirement and hotel standards.</li> <li>• Supervise daily shift process ensuring that all the process runs smoothly and adhering standard.</li> <li>• Keeping track of hotels position on net promoters and check in scores.</li> <li>• Conduct daily pre-shift briefings and to employees on room's occupancy, arrival and departures, guest experience logs, events and special attention that are needed and de-briefing post shift.</li> <li>• Responsibilities include training new employees, planning, assigning, and directing work, addressing complaints and resolving problems.</li> </ul> </li> </ul>
<p>June 2017 - January 2019</p>	<ul style="list-style-type: none"> <li>• <b>Front Office Associate - Hyatt Regency Chandigarh(209 Keys)</b> <ul style="list-style-type: none"> <li>• Manage front desk tasks for a 209 rooms (biggest inventory in the tricity).</li> <li>• Ensured all the front desk operations are carried out in the most efficient and courteous manner.</li> <li>• Assigning rooms, taking check-in, check-out, preparing bills and dealing with payment of any type of corporate, wedding groups, FIT guest ,room controlling, blocking of rooms as per the guest preferences, planning of group arrivals.</li> <li>• Assists Duty Manager with overall operations of Front Desk, and assumes responsibility for completion of shift work up to standards and according to established procedures.</li> <li>• Attend all mandatory staff meetings and training sessions.</li> </ul> </li> </ul>
<p>July 2016 - May 2017</p>	<ul style="list-style-type: none"> <li>• <b>Front Office Associate Fairmont Jaipur(199 Keys)</b> <ul style="list-style-type: none"> <li>• Handle incoming and outgoing calls in an attentive, courteous and efficient</li> </ul> </li> </ul>

manner according to the hotel's standard operating procedure.

- Handle each and every guest request in a timely manner and inform to the concern department and follow up taken till completion of that request.
- Handle, track and coordinate shipment relating to lost and found.
- Follow department policies, procedures and service standards.
- Provided top-notch service to the guests and provided guaranteed satisfaction by quick resolving issues and inform manager on shift.
- Making duty roaster of royal service on weekly basis.
- Supervise and trained new colleagues in royal service (how to handle the guest calls using of proper telephone etiquette, how to maintain log books) and assigning different works.

## EDUCATION

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| 2013-2016 | <ul style="list-style-type: none"><li>• <b>Chitkara University</b><br/>B. Sc. (Hospitality and Hotel Administration)<br/>73.8%</li></ul>    |
| 2013      | <ul style="list-style-type: none"><li>• <b>Govt.Model Senior Seconadry School Sector - 19,Chandigarh</b><br/>Intermediate<br/>71%</li></ul> |
| 2011      | <ul style="list-style-type: none"><li>• <b>Kendriya. Vidyalaya No.2 Chandimandir Cantt</b><br/>Matriculation<br/>8 CGPA</li></ul>           |

## SKILLS

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- System software knowledge – Oracle (PMS 5.0,5.6), Medallia,LMS,Reserve,I-Scala.
- Other competencies – Cashiering, Group handling, strategic planning, Forecasting.
- Personal Attributes – Team supervision, interpersonal communication skills, have a strong operational focus and great decision-making skills. Displays strong guest engagement.
- Front Office Operations.
- Customer Service Excellence
- Operational Streamlining.

## ACHIEVEMENTS & AWARDS

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- Increased Revenue through Upselling: Managed the Front Office Up-Sell Program, contributing to a 12% revenue increase through strategic upselling efforts.
- Best Team Performance: Led the front office team at Hyatt Regency Chandigarh to win the Best Team Performance award, reflecting superior customer service and operational excellence.
- Received Hystar Gold of January 2020,Hystar Diamond of July 2018,Hystar Platinum of December 2018,Hystar Diamond of July 2019. Awarded as 5 times check in champ of the month from January 2018 till march 2020 while working at Hyatt Regency Chandigarh.
- Secured 1st position in B.Sc. (IHM) 1st year.
- Secured 2nd position consecutively in 2rd and 3rd year.
- Received best outgoing student of batch (2013-2016) award from Vice-Chancellor of Chitkara University (Dr. Madhu Chitkara) at the time of farewell.

## INTERESTS

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- Singing & Playing musical instruments
- Chess and badminton.

## LANGUAGES

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- English Hindi Punjabi

## REFERENCE

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- **Mr.Nikhil Gandhi - Hyatt Regency Jaipur**  
General Manager  
9962000642
- **Ms.Shanu Ghai - Andaz, New Delhi**  
Director of Rooms  
7290978518
- **Mr.Saumik Sur - Hyderabad Marriott Hotel and Convention Centre**  
Director of Rooms  
8527948868



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