

# Sonu Kumar



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## ***Snapshot of Professional Responsibilities***

- ✓ A smart & passionate hotelier with 10 years 'experience in hotel and rooms operations. Expert in Front Office, Guest Relations & and Team Management.
- ✓ Certified Loyalty Champion and Expert in Brand QPR Audit, have done 2 QPR Audit with Score of 98.6
- ✓ Have also been a part of pre-opening Resort.

## **Employment History / Career Path**



### **Currently working with Radisson Blu Resort Kumbhalgarh (Icon Hotel) as a Front Office Manager**

- ✓ Certified Loyalty Champion and Expert in Brand QPR Audit, have done 2 QPR Audit with Score of 98.6
  - ✓ Team Management, Department Cost and Expenses.
  - ✓ GSS & GRI (Guest Feedback) Overall Score and MTD AND YTD target.
  - ✓ Financial Performance (Up Selling, Room Revenue, Strong focus on Budget).
  - ✓ Handles guest's complaints, showing initiative, Problem solving, Staff Training, Team Leading.
  - ✓ Create expectations, Lead People, manage process, and hold people accountable for the agreed upon activities and timetables, Maintain excellent communication with the housekeeping department.
  - ✓ Manage and motivate the team in order to provide a high standard of service for Guests.
  - ✓ Ensure team members have knowledge of hotel products, facilities, Events, pricing and policies and knowledge of local area and events.
  - ✓ Develop high quality relationship with the guests throughout their stay
- Integrates and trains employees, providing support for skills development, Ensures that all team members are well groomed and punctual**



### **Radisson Blu Resort Dharamshala as an Assistant Front Office Manager**

#### **Assistant Front Office Manager from June 2023 to December 24**

- ✓ GSS & GRI (Guest Feedback) Overall Score and MTD AND YTD target.
  - ✓ Financial Performance (Up Selling, Room Revenue, Strong focus on Budget).
  - ✓ Handles guest's complaints, showing initiative, Problem solving, Staff Training, Team Leading.
  - ✓ Review arrival list for all arrivals and VIPs to check room allocations, amenities and special request.
  - ✓ Create expectations, Lead People, Manage process, and hold people accountable for the agreed upon activities and timetables, Maintain excellent communication with the housekeeping department.
  - ✓ Manage and motivate the team in order to provide a high standard of service for Guests.
  - ✓ Ensure team members have knowledge of hotel products, facilities, Events, pricing and policies and knowledge of local area and events.
  - ✓ Develop high quality relationship with the guests throughout their stay
- Integrates and trains employees, providing support for skills development, Ensures that all team members are well groomed and punctual**



119 Keys

Senior Duty Manager Radisson Blu Jammu August 2021 to July 2022

Engagement

- ✓ Conduct Night Audit, Maintaining Night Audit Reports, and Rate Check.
- ✓ Handling Departmental Roaster.
- ✓ Responsible for Groups, Blocks, Fit Reservations.
- ✓ Pay Masters Follow Ups.
- ✓ Involved in staff training and prepare PLDP(Personal Learning and Development Program)
- ✓ Taking Care of VIP Arrivals as well, as develop quality relationships with guests in order to create "raving fan".
- ✓ Anticipate guests needs and looks for suitable solutions.
- ✓ Handles any guest requests and complaints.
- ✓ Gives the instructions to the night reception team during the high occupancy periods, regarding: walk-in guest and release room blocked because of no-shows.
- ✓ To responsible for front office operation during the absence of front office Manager.



124 Keys

Duty Manager (HOD) Radisson Blu Rudrapur November 2020 to Aug 2021

Current Engagement

- ✓ Conduct Night Audit, Maintaining Night Audit Reports, and Rate Check.
- ✓ Handling Departmental Roaster.
- ✓ Responsible for Groups, Blocks, Fit Reservations.
- ✓ Pay Masters Follow Ups
- ✓ Involved in staff training and prepare PLDP(Personal Learning and Development Program)
- ✓ Taking Care of VIP Arrivals as well, as develop quality relationships with guests in order to create "raving fan".
- ✓ Anticipate guests needs and looks for suitable solutions.
- ✓ Handles any guest requests and complaints.
- ✓ Create "raving fan".
- ✓ Anticipate guests needs and looks for suitable solutions.
- ✓ Handles any guest requests and complaints.
- ✓ Check the daily cash float of associate and ensure that proper maintains of books and vouchers.



117 Keys

Duty Manager Anya Gurgaon (Associate with Marriott Hotels) SEPTEMBER 2019 to November 2020 Job

Responsibility.

- ✓ Conduct Night Audit, Maintaining Night Audit Reports, and Rate Check.
- ✓ Handling Departmental Roaster.
- ✓ Responsible for Groups, Blocks, Fit Reservations.
- ✓ Pay Masters Follow Ups.
- ✓ Involved in staff training and prepare PLDP (Personal Learning and Development Program).
- ✓ Taking Care of VIP Arrivals as well, as develop quality relationships with guests in order to create "raving fan".
- ✓ Anticipate guests needs and looks for suitable solutions.
- ✓ Handles any guest requests and complaints.
- ✓ Check the daily cash float of associate and ensure that proper maintains of books and vouchers.



InterContinental Hotels Group

200 KEYS

**FRONT OFFICE EXECUTIVE CROWNE PLAZA AHMEDABAD JULY 2018 TILLJULY 2019**

- ✓ Overall, In Charge of Reception to ensure smooth operations (in terms of Reception, Operations Audits, Checking Registration Cards & C Forms, Crew Handling Etc.)
- ✓ Responsible for all Financial Queries, Paymasters, Trainings and Staff Development & Group Billing.
- ✓ Assisting Duty Manager on controlling of room inventory and booking patterns.
- ✓ Check the daily cash float of associate and ensure that proper maintains of books and Vouchers.
- ✓ Build strong relationships and liaise with all other department's especially housekeeping, Reservations.



InterContinental Hotels Group

145 Keys

**FRONT OFFICE EXECUTIVE, HOLIDAY INN AMRITSAR OCTOBER 2017 TO JULY 2018**

- ✓ Responsible for room blocking, business blocks and group movements in the hotel.
- ✓ Coordination with Sales/Events/Finance team to ensure smooth group arrival/departure/billing.
- ✓ Profile merging and making arrival departure pattern for next day arrivals.
- ✓ Group Billing
- ✓ Assists reception, business center, cashier, concierge and bell captain during them are busy.
- ✓ Answers guests inquire, handle complaints and attend to the needs of the guests.
- ✓ Approves and sign for allowances, rebates etc., as required by Front Office Cashier.
- ✓ Overall In Charge of Reception to ensure smooth operations (in terms of Reception, Operations Audits, Checking Registration Cards & C Forms, Crew Handling Etc.).
- ✓ Promotes and maintains good public relations.
- ✓ Responsible for room blocking, business blocks and group movements in the hotel.



InterContinental Hotels Group

**FRONT OFFICE TEAM LEADER, HOLIDAY INN AMRITSAR OCTOBER2016TO OCTOBER 2017.**

- ✓ Performs all duties at Front Desk as necessary.
- ✓ Worked in all functional areas such as reception, cashiers, concierge, and business center and royal club.
- ✓ Interacts with customers to obtain feedback on quality of product, service levels and overall satisfaction.
- ✓ Worked as a Reception and cashiers shift in charge by ensuring smooth operations such as check in, check out, crew handling, guest complaints, up selling, managing business blocks, high balance tracking and taking training sessions for assigned buddies.
- ✓ Motivates and maintains good staff relations.
- ✓ Maintains and be guided of hotel policy on credit/lost and found hotel guests properties
- ✓ Authorizes charges to be made for late departures and/or compliments on them.
- ✓ Promotes and maintains good public relations.
- ✓ Responsible for room blocking, business blocks and group movements in the hotel
- ✓ Implement end high-impact guest service and financial initiatives; result in increased guest satisfaction and profitability for hotel as per the set SOP's.
- ✓ Check the daily cash flat to associate and ensure that proper maintains of books and
- ✓ Authorizes charges to be made for late departures and/or compliments on them.

**SR.GUEST SERVICE ASSOCIATE HOLIDAY INN PUNE HINJEWADI NOVEMBER 2014 TO SEPTEMBER 2015.**

- ✓ *Implement end high-impact guest service and financial initiatives; result in increased guest satisfaction and profitability for Hotel as per the set SOP's.*  
*Check the daily cash float of associate and ensure that proper maintains of books and vouchers.*
- ✓
- ✓ *Performs all duties at Front Desk as necessary.*
- ✓ *Maintains and be guided of hotel policy on credit/lost and found hotel guests properties*
- ✓ *Authorizes charges to be made for late departures and/or compliments on them. Promotes and maintains good public relation.*
- ✓ *Authorizes charges to be made for late departures and/or compliments on them.*
- ✓ *Promotes and maintains good public relations.*
- ✓ *Responsible for room blocking, business blocks and group movements in the hotel.*



**GUEST SERVICE ASSOCIATE HOTEL FORMULE 1 AHMEDABAD AUGUST 2014 TO NOVEMBER 2014.**

- ✓ *Take Check-in & Check-out, Handle Walk in reservation.*
- ✓ *Performs all duties at Front Desk as necessary.*
- ✓ *Check the daily cash float of associate and ensure that proper maintains of books and vouchers.*
- ✓ *Performs all duties at Front Desk as necessary.*
- ✓ *To ensure that the rooms have been allocated properly, hand over the keys to them and ensure that all the registration and check in procedures have been followed as per the given standards*
- ✓ *To give outstanding services to the guests that have checked in and greet them in a friendly manner and interact with them in a positive way.*
- ✓ *Promotes and maintains good public relations.*
- ✓ *Responsible for room blocking, business blocks and group movements in the hotel*
- ✓ *Implement end high-impact guest service and financial initiatives; result in increased guest satisfaction and profitability for Hotel as per the set SOP's.*
- ✓ *Check the daily cash float of associate and ensure that proper maintains of books and vouchers.*
- ✓ *Authorizes charges to be made for late departures and/or compliments on them.*
- ✓ *To ensure that the rooms have been allocated properly, hand over the keys to them*

## Educational Qualifications & Professional Qualifications

- ✓ Completed Graduation in 2 Years from CCS University Meerut.
- ✓ Completed one year diploma from TFAC Academy Modinagar (Ghaziabad)
- ✓ 6 Month Certificate MS office & Excel

## Detailed Professional Responsibilities

### **Communicate Service**

- ✓ Ensures Reputational Performances Scores target is met.
- ✓ Assist team members when in criticism/complaints from guests and report them to the ones concerned.
- ✓ Conduct departmental meetings and trainings to overcome criticism /complaints

### **Personnel**

- ✓ Hard working and Punctuality
- ✓ Like to watch movies and listening songs.
- ✓ Love to travel.

### **Marital Status.**

- ✓ Married.

### **Achievements**

- ✓ Winning ways Champion consecutive 2 Months.
- ✓ Get 5 thank you cards from 5 different departments in winning Wednesday.
- ✓ Highest Up seller for consecutive 3 months in Hotel Upselling Program.
- ✓ Certified Loyalty Champion
- ✓ Expert in QPR AUDIT

### **Language Know**

- ✓ Hindi,
- ✓ English,
- ✓ Gujarati,
- ✓ Punjabi,
- ✓ Marathi,

**Warm Regards**

**Sonu Kumar**