

CURRICULUM VITAE

Krishan Kant

S/O Mr. Rabendra Singh

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Career objective:

To get an opportunity that allows me to showcase my skills and contribute to the company's growth

Professional Qualification:

Completed three Years course of B.Sc. in Hospitality & Hotel Administration in 2012 from I.H.M. Jodhpur affiliated to NCHMCT and IGNOU, sponsored by Ministry of Tourism, Government of India.

Working Experience:

Currently Working as Front Office Manager with IIDL SUITES (94 keys Property) formerly known as FRASER SUITES, New Delhi from December 2021 to till date (Working as HOD).

Worked as **Deputy Front Office Manager** with Sayaji Hotels Ltd. (137 keys Property), Vadodara (Gujarat) from December 2018 to December 2021.

Worked as **Duty Manager** with Park Regis (109 keys Luxury property), Goa from December 2017 to December 2018.

Worked as **Asst. Front Office Manager** with Golden Tulip (79 Keys property) Gurgaon (louvre Group of Hotels) From Oct. 2016 till Nov 2017.

Worked with Sayaji Hotels Ltd, Indore (213 keys property) as **Asst. Manager Front Office** from June 2014 to October 2016.

Worked in Sayaji Hotels Ltd, Indore as a **Floor Manager in Accommodation** from June 2013 to May 2014.

Successfully Completed 1 Year HOTEL OPERATION TRAINEE Programme in Accommodation from Sayaji Hotels Ltd Indore from June/2012 to June/2013.

Internship:

Undergone 20 weeks of Industrial Training at a five star hotel, "RAMADA PLAZA" and got trained in

UNDERGONE 01 MONTH VOCATIONAL TRAINING IN SALES & MARKETING FROM "CLARIDGES HOTEL-NEW DELHI" IN 2012.

Key Responsibilities as Front Office Manager:

- Assigned specific duties to Front Office staff to work efficiently.
- Cross-trained for a week with Housekeeping managers to get insight and experience
- Handling upset guests and dealt with multiple tasks at once to ensure guest satisfaction
- Responsible for overseeing Front Desk and Security operation which consisted of training, coaching/counseling, empowering, and scheduling.
- Continuously provide and maintain a safe environment and demonstrate exemplary customer service.
- Ensured guest satisfaction and safety while spurring revenue for hotel.
- Provided high-quality hospitality to all guests through responsive issue resolution and assistance, serving as Manager on Duty.

Key Responsibilities as Asst. Manager Front Office:

- Elemental in handling high occupancy in 213 room inventory.
- Group handling.
- Taking care of all VIP movements in the hotel.
- Handling a team of 83 people.
- Training and guidance to the staff members.
- Room allocation and planning for the future arrivals.
- Helping in recruitment of new staff member with HR department.
- Attending departmental meeting & briefing.
- Meeting with guests on arrival as well as on departure.
- Handling guest queries.
- Preparation of daily reports.
- Analysis of daily operational reports generated by reception, reservation and bell desk.

Key Responsibilities as Floor Manager:

- Successfully handling, supervising and controlling whole floor and operations, which includes Front Desk (From check-in till check-out of guest), House Keeping, Room service, Upkeep & maintenance.
- Forged well-built relationships with the guests, staff members and team organizers.
- Outstanding customer understanding and commended for developing hotel ambience.
- Taking care for the costing of the floor.
- Planning & analysis for the targets (GSI, HRI, Costing).
- Effective check-in & check-out of guest.
- Leading a team of 7 people.
- Training & development of the staffs.
- Preparation of Duty Roster and Manpower Planning.

PROFILE & SKILLS	
FRONT OFFICE	GUEST RELATIONSHIP
Guest Handling	Front Office Management/Floor Supervision
Reservation/Booking	Room Reservation
Key card management	On Desk Management
Collateral designing	Travel Desk Management
Social media management	OTA Planning + tie Ups
Outdoor advertising	Internal Co-ordination
OTA / Channel Manager Handling	Team Management

Computer Proficiency:

- Working knowledge of:
- MS- OFFICE
 - Internet operations.
 - Working Knowledge of PMS
 - IDS (Version 7.0)
 - Le-Host
 - Epitome
 - Channel Manager
 - Travel Click
 - Asiatech

Hobbies and Interests:

- Listening to music.
- Interacting with people.

Linguistic Proficiency:

- English, Hindi & Urdu.

Achievements:

- Achieved highest score of G.S.I (guest satisfaction index) in 2013 for Continuously 3 month 95.49%
- Active member of accommodation team, which achieved score card (GSI + HRI + revenue + Costing) in all the four quarters of one financial year 2013-2014.

Achievements during academics:-

- Participated in “Marwar Festival” Organized by Rajasthan Tourism in 1st year by IHM Jodhpur
- Participated in Taj Catering and has served to our Ex-Prime Minister Mr. Manmohan Singh

Strengths:

- Genuine
- Punctual
- Goal-driven
- Leadership

Personal Details:

Father's Name	:	Mr. Rabendra Singh
Occupation	:	Advocate
Date Of Birth	:	23 rd /sep/1989.
Gender	:	Male
Nationality	:	Indian