



+91 8240807399

aka230393@gmail.com

Kolkata, India

<https://in.linkedin.com/in/arpan-kumar-adhikari-1a4597197>

## CORE COMPETENCIES

Communication  
Team Building  
Team Leadership  
Hospitality & Management  
Sales & Marketing  
Property Management System  
(PMS) MS: Excel, Word, PowerPoint

## LANGUAGES

English, Hindi, Bengali

## EDUCATION

Diploma in Tourism Indira  
Gandhi National Open  
University 2015, Kolkata  
Bachelor in Science Institute of  
Hotel Management Catering  
Technology & Applied Nutrition  
2015, Kolkata, West Bengal  
Higher Secondary Education  
Army Public School, Kolkata

# ARPAN KUMAR ADHIKARI

*Outgoing and autonomous Duty Manager, skilled in providing excellent customer service, managing all aspects of the Front Office, and training, supervising new staff. Possesses well-developed communication skills, the ability to work under pressure, and excellent time management skills. Presently looking for Assistant Front Office Manager position with a modern firm.*

## WORK EXPERIENCE

**Duty Manager**, The Leela Palace Jaipur, Mar 2023-Present

**Duty Manager**, The Leela Palace Bengaluru, Jul 2021-Aug 2022

**Front Office Executive ( Acting Duty Manager)**, The Leela  
Palace Bengaluru ,March 2018-June 2021

**Front Office Supervisor**, The Leela Palace Bengaluru,  
Nov 2016-March 2018

**Front Office Associate**, The Leela Palace Bengaluru,  
June 2015-Nov2016

## HONORS & AWARDS

- Awarded for the trainer of the month and quarter (2020 - 2019)
- Awarded for the Employee of the Month (2018)
- Awarded for the Up seller of the month, quarter and year (2016 - 2017)
- Awarded for the Employee of the Month (2016)
- Awarded Certificate of Excellence for contribution in food and beverage operations during the training period.

## KEY RESPONSIBILITIES

- Contributed in achieving a monthly revenue target of INR 18 lakhs.
- Developed SDP (Supervisor Development Program) questionnaires for aspiring supervisors.
- Designed incentive programs to enhance the Front Desk team's sales and customer satisfaction ratings.
- Managed and oversaw The Royal Club for affluent visitors.
- In charge of procuring supplies, monitoring monthly inventory, and disciplining and training all associates.
- Overseeing room assignments, billing, and master sheets for leisure/wedding groups and large corporate groups (coordination with superiors and sales managers).