



SURAJ JHA

Date of birth: 25/01/1989 | **Nationality:** Indian | **Gender:** Male | **Phone number:**

(+91) 9898186467 (Mobile) | **Phone number:** (+971) 562901362 (Work) | **Email address:**

surajjha066@gmail.com | **Website:** www.surajjha.co.uk | **LinkedIn:**

<https://www.linkedin.com/in/suraj-jha-a08469193> | **Skype:** surajjha066 |

Passport Number: V7999041 | **Passport Expiry:** 27/02/2032 | **Visa Status:** Visit Visa |

Address: FLAT NO B-307, SAI ORCHID BAVISSA FALIA ROAD, SILVASSA
D&N.H-396230 , 396230, SILVASSA, India (Home)

Address: DEIRA DUBAI, DUBAI, United Arab Emirates (OPP SALAHUDDIN
METRO STATION, DEIRA DUBAI)

ABOUT ME

Guest Centric & Result Oriented Hospitality Professional

To work with a reputed organization where I have opportunities in Front Office or House Keeping to grow and play vital role to the growth of the organization, I desire growth, based on performance, accomplishments and achievements for my future and career. To secure a challenging position where I can effectively contribute my skills and abilities in hospitality industry.

WORK EXPERIENCE

18/03/2023 – 14/09/2024 DEIRA, United Arab Emirates

ASST. FRONT OFFICE MANAGER MARCO POLO HOTEL-DUBAI

- Supervises overall activities in the department.
- Supervises and delegates duties to supervisors and prepares work schedule for them.
- Daily Keep Track of TD Fee Shift wise
- Prepare & Update Figure in Carbon Calculator Monthly
- Prepare the Bed & Occupancy Report for DTCM,
- Daily do Briefings to Front Desk Agents including supervisor, Executive and Duty Manager
- More Focus on Hotel Ranking and try to improve Keep track of Guest Feedback, Repeat Guest and Room Revenue
- Ensures good communication and cooperation between front office department and other departments.
- Daily Monitor OTA Portal Keep Track of Compset near by Compset hotels.
- Conducts daily briefings
- Personally welcomes guests and allocates rooms and coordinates with supervisor for proper follow up.
- Personally resolves any problem a guest may face during his stay in the hotel or endeavors to provide the maximum service possible always with a margin for flexibility.
- Conducts regular inspections of Lobby & Reception areas, Daily Check Rooms Before Rooms Allocating before Arrival Time.

02/09/2019 – 10/06/2022 Mount Abu , India

ASSISTANT FRONT OFFICE MANAGER STERLING HOLIDAYS & RESORTS

- Welcomes guests and fosters customer loyalty through his/her friendly manner.
- Develops high-quality relationships with guests throughout their stay.
- Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a fast solution.
- Oversee and supervise guest arrivals and departures with the front office executive and duty managers.
- Provide a high level of customer service and maintain a high profile in the day-to-day front office operations.
- Ensure that personalized service is offered to each and every guest.
- Ensures that the pricing policy and internal audit procedures are duly applied.
- Supervises the management of debtors, group and individual guest invoicing and cash operations.
- Keep Helping Sales Team for Loyalty Membership from Walkin Guest and Provide leads for Membership Programs
- Focus on Guest Feedback during Check Out.

10/06/2018 – 17/08/2019 Ankleshwar & Jayanagar, India

DUTY MANAGER LORDS HOTELS & RESORTS, ANKLESHWAR- GUJARAT & JAYANAGAR - BANGLORE

- Greets the VIP guests of the hotel. As directed by the Front office Manager, Performs special services for VIP Guest's.
- Prepares and checks for VIP's arrival and escorts guests to rooms, assists in VIP's arrival departure in absence of guest relation officers.
- Checks on registration cards of arriving guests and ensures all information should be filled on each card either by Guest Relation Officers or the guests.
- Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
- Operates the front office computer system in order to assist front office attendants.
- Handles guest complaints and other related problems and reports on the Assistant Manager's logbook.
- Assists reception, business center, cashier, concierge and bell captain during they are busy.
- Keep Focus on Guest Feedback during Check out
- Always Active for Reviews on Social Media i.e. Tripadvisor and all the Channel Portal
- Answer guests inquires, handles complaints and attend to the needs of the guests.
- Approves and sign for allowances, rebates etc., as required by Front Office Cashier.
- To responsible for front office operation during the absence of Front Office Manager (HO).
- Maintained optimal room position and occupancies to generate maximum resort revenues.
- Keep Auditing of Guest Reg card, Check Out Bills on Daily Basis
- Run Night Audit after complete Tally of all Correspondence.

01/03/2014 – 05/06/2016 Vapi, India

DUTY MANAGER ROYAL ORCHID HOTELS LTD

- Reviewed daily listings of reservations to look for and correct booking errors.
- Coordinated with other staffing departments to ensure solid guest relations.
- Managed all guest relations and updated scheduling database.
- Transferred calls to the correct department. Updated monthly calendar of hotel events and special Promotions.
- Passed room service requests to the correct staff members.
- Maintained an updated inventory of front office supplies
- Managed front desk operations.
- Responded to guest requests.
- Answering and directing calls to concerned staff members

01/11/2012 – 27/02/2014 Jaipur, India

OPREATION TRAINEE IN FRONT OFFICE OBEROI HOTELS & RESORTS

- Received guests on arrival with a friendly manner
- Entered complete details into the computer
- Efficiently deal with check-out of guests
- Deal with advanced reservations, took bookings and fulfilled particular requirements
- Doing Check-in and Guest Management, as directed by Front Office Supervisor and Duty Manager,
- Posted all transactions to make sure that all bills are kept up-to-date
- Prepared the cash for bank delivery and ensured that all floats are accurate at the end of shift

EDUCATION AND TRAINING

10/04/2023 – 07/05/2024 Berlin-Germany, Germany

LEADERSHIP AND TEAM DEVELOPMENT PROGRAM International Business Management Institute- Berlin Germany

Website ibm-institute.com

09/10/2024 – CURRENT New Delhi, India

ANGER MANAGEMENT OHSC - Oxford Hospitality

Website www.oxfordhomestudy.com | Level in EQF EQF level 8

2015 – 2018 Saharanpur, India

BACHELOR IN BUSINESS ADMINISTRATION-(HOTEL MANAGEMENT) Glocal University Saharanpur Uttarpradesh

2010 – 2012 India

DIPLOMA IN HOTEL MANAGEMENT INSTITUTE OF BUSINESS MANAGEMENT AND ENGINEERING

2008 – 2009

H S C PASS INTERMEDIATE COUNCIL OF SECONDARY EDUCATION, DELHI

06/04/2006 – 19/10/2007 India

SSC PASS BIHAR SANSKRIT SIKSHA BOARD PATNA

● LANGUAGE SKILLS

Mother tongue(s): **HINDI,**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C1	C1	C2
ARABIC	C1	A1	A1	A1	
GUJARATI	C2	C2	C2	C2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Word | Microsoft Powerpoint | Microsoft Excel | Google Drive | Google Docs | Skype | Instagram

● RECOMMENDATIONS

Mr. Srinivas Room Division Manager

- Worked Together-Marco Polo Hotel Dubai

Email kniyas378@gmail.com | **Phone** (+971) 527253778

Mr. Ramesh Mishra Front Office Manager

- Worked Together

Email rameshmishrak79@gmail.com | **Phone** (+971) 545091215

ARVIND JHA F&B MANAGER

Worked Together

Email arvi121985@gmail.com | **Phone** (+91) 9818790062

● HONOURS AND AWARDS

07/05/2024

Leadership and Team Development – International Business Management Institute - Berlin Germany

Achieved for Best Leadership Quality from My Institute.

06/01/2024

Best Performer for the Year – Marco Polo Deira Dubai- UAE

Awarded By General Manager & Corporate HR Manager

08/08/2018

Best Employee Of The Month – Lords Hotels & Resorts

Best Employee of the Month

05/05/2024

English for Tourism-Hotel Reception & Front Desk – Alison Institute-Galway,Ireland

10/10/2013

Best Front Office Team Achievement – Oberoi Hotels & Resort

Issued By Vice President- Ms. Sangeeta

06/08/2024

Customer Service Essentials – Institute Of Hospitality- Typsy

Link www.typsy.com

● **ORGANISATIONAL SKILLS**

Attention to detail Project management Strategic planning Task analysis Workflow analysis
Budgeting Scheduling Meeting deadlines Coordinating events Planning and meeting goals Tracking
inventory Productivity Time management

● **COMMUNICATION AND INTERPERSONAL SKILLS**

INTERPERSONAL SKILLS

- Active listening
- Teamwork
- Responsibility
- Dependability
- Leadership
- Motivation
- Flexibility
- Patience
- Empathy

"Committed and results-driven professional with a proven track record in Hospitality Industry. Possessing a unique blend of Guest Relation, Achieving positive Feedback, Problem Solver e.t.c., I am poised to bring my skills and enthusiasm to a dynamic team. Open to new challenges and eager to contribute in Hospitality Management, I am confident in my ability to make a positive impact." I do hereby declare that all the information furnished above is true to the best of my knowledge & belief.

Dubai-United Arab EMirates , 15/02/2024



SURAJ JHA