

SAYAN MAJI

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Application for The Position of "Rooms Division Manager"

➤ Key Skill:

Accountable for the proper training and daily monitoring of all service levels provided by employees to guests and other fellow employees. Training, Reservation, ensure accuracy of groups, rooming lists, billing, amenities, arrivals, etc.

➤ **Work Experience: Fourteen + years in Hotel Operations.**

❖ **Worked with "Radisson Hotel Group" for Eight years.**



As a seasoned hospitality professional with extensive experience in Front Office Management within the Radisson Hotel Group, I have consistently delivered exceptional results through strategic leadership, innovative thinking, and a dedication to excellence. My tenure is marked by leading four successful brand audits, including a landmark achievement **in 2023 as the only Front Office Manager in India to conduct two consecutive Audits for different properties, achieving outstanding results at Radisson Udaipur and at Radisson Blu Kochi.**

In 2024, I spearheaded the Brand Audit for Radisson Blu Kochi, attaining an impressive 96% score. My leadership also propelled Radisson Udaipur to a top-three position in India for Radisson Rewards Conversion Percentage in 2023, followed by Radisson Blu Kochi's top-20 rank in 2024. These successes were catalyzed by the strategic re-launch of the New Radisson Rewards Program at Radisson Udaipur in October 2022.

My commitment to enhancing guest satisfaction has elevated GSS and GRI scores, improving our presence on other OTA platforms like Booking.com, TripAdvisor, and go-mmt. My belief in the power of teamwork, integrating all departments as one cohesive unit, has been key to these successes. I strongly believe in creating Memorable Moments everywhere, every time, for our guests, no matter which Radisson property I work for, ensuring exceptional guest experiences that inspire lasting loyalty.

➤ **Detail Work Experience:**



❖ **Rooms Division Manager**

"Sayaji Resorts & Spa Udaipur" (5* Luxury)

November 2024 to till date | Reporting to: General Manager

(Working as the 02nd in Command | Opened the property on 25th Nov)



❖ **Front Office Manager**

"Radisson Blu Kochi" (5*)

October 2023 to November 2024 | Reporting to: General Manager

(Working as a HOD of Front Office)



❖ **Front Office Manager**

"Radisson Udaipur" (4* Business Class)

July 2022 to September 2023 | Reporting to: General Manager

(Working as a HOD of Front Office, Reservations & Revenue)



❖ **Asst. Front Office Manager**

"Park Inn by Radisson Goa Candolim" (4*)

May 2021 to July 2022 | Reporting to: General Manager

(Working as a HOD of Front Office, Reservations & Revenue)



❖ **Duty Manager**

"Radisson Goa Candolim" (4*)

November 2019 to April 2021 | Reporting to: Executive Asst. Manager



❖ **Duty Manager**

"Radisson Kolkata Ballygunge" (5*)

November 2018 to June 2019 | Reporting to: Associate Director of Sales



- ❖ Duty Manager
“Country Inn & Suites by Radisson - Goa Candolim” (5*)
November 2016 to November 2018 | Reporting to: Front Office Manager



- ❖ Front Office Executive
“Kenilworth Resort & SPA” Goa (5*)
March 2016 to October 2016 | Reporting to: Front Office Manager



- ❖ Front Office Associate
“Resort Rio” Goa (5* Deluxe)
10th August 2015 to 07th March 2016
Reporting to: Guest Relation Manager

- ❖ Sr. Front Office Executive
“Hotel Niharika” Kolkata
June 2013 to July 2015

- ❖ Guest Service Executive
“The Senator Hotel”
(P.C.Chandra Group) Kolkata
September 2011 to June 2013

- ❖ Front Office Associate
“Hotel Celebrations” Navi Mumbai
March 2010 to August 2011

➤ Professional Skills:

- Handling Revenue - daily rate change & season rate change.
- Creating promotional events & packages for the hotel.
- Leading the Front Office, Reservations & Revenue Team.
- Handling guest issues & complains very smoothly.
- Going the extra mile & bringing positive & wow feedback from the guests on Social Media & Online Feedback System.
- Oversee and supervise all duties performed by the Front Office staff & the Housekeeping Team. Coach, counsel and discipline employees when necessary, using proper documentation and proper techniques.
- Ensure that all Front Office & Housekeeping employees complete their essential **duties** before their departure.

- Ensure that all Front Office & Housekeeping employees are posted at their stations at posted time.
- Accountable for the proper training and daily monitoring of all service levels provided by employees to guests and other fellow employees.
- Ensure the accuracy of the **Group's** rooming lists, room allocation, amenities, arrivals, in-house group management, billing, etc.
- Taking care of entire **Hotel Operations**.

➤ **Education:**

Board of Secondary Education - 2007

Higher Secondary Education - 2009

➤ **Professional Qualification:**

- ✓ **Software Known:** OPERA Xpress, IDS, WinHot System, Exceed, Wish.Net, Medallia, ReviewPro, Workfront, IcePortal, SAP, EMMA, Fiori etc.
- ✓ Hotel Management Certificate Course (2009-2010)
MACK Hospitality Management Training Center, Kolkata
- ✓ **Industrial Trainee**
September 2009 - March 2010
"Hotel Celebrations" Navi Mumbai

➤ **Hobbies:** Motorcycle Adventure Touring, Road Tips & Open Water Swimming.

➤ **Personal Data:**

- Date of Birth: 15th May 1990
- Marital Status: Married
- Sex: Male
- Father's Name: Mr.Kashinath Maji
- Spouse Name: Mitali Bapari
- Languages Known: English, Hindi, Bengali & Konkani

Place - Kolkata, West Bengal

Sayan Maji

E-Signature

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