

# Surya Prakash Yadav

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Dubai –U.A.E



## Operation Manager

To be a part of a professionally managed organization where my skill set aspiration, and experience will impart optimum synergy with organization's mission for a mutually rewarding long-term career.

### AREAS OF EXPERTISE

- ✓ *Front Office*
- ✓ *Room Selling's*
- ✓ *Coordination, Contracts & Negoti*
- ✓ *Reservations*
- ✓ *Team Management*
- ✓ *Team Leadership*
- ✓ *Excellent Communications Skills*
- ✓ *Customer Support*
- ✓ *Troubleshooting/Problem Solving*

### CAREER SNAP SHOT

Feb 2020 to till Date	<b>Room Division Manager, Wyndham Hotel Group, Dubai, U.A.E</b>
May 2018 to till Dec 2019	<b>Front Office Manager, Juhu resorts &amp; Development Pvt. Ltd., Mumbai - India</b>
June 2017 to Nov 2017	<b>Asst. Front Office Manager, Admiral Plaza Hotel, Dubai, U.A.E</b>
March 2014 to May 2017	<b>Duty Manager, Howard Johnson Hotel, Dubai, U.A.E</b>
Dec 2011 to March 2014	<b>Front Office Executive, Dunes Hotel, (Four Star), Dubai, U.A.E</b>
April 2011 to Nov 2011	<b>Front Office Executive, Ramada Plaza Palm Grove Hotel, (Four Star), Mumbai, India</b>
Aug 2010 to Mar 2011	<b>Front Office Executive, Tunga Hotel, (Three Star), Mumbai, India.</b>
Mar 2009 to July 2010	<b>Front Office Executive, Sharranam Hotel, (Three Star), Mumbai, India.</b>
Aug 2008 to Feb 2009	<b>Front Office Assistant, Lavender Bough Hotel, (Three Star), Mumbai, India.</b>

**Worked On :** In Front, Showman, I.D.S (Fortune express 4.1 & Fortune next V6.1) and Opera.

### PROFESSIONAL EXPERIENCES

#### Room Division Manager

(Feb-2020 – Till Date)

**WYNDHAM**

HOTELS & RESORTS

Wyndham Hotel Group)

Dubai –U.A.E.

- in charge of the organisation and quality of Reception, Nights, Housekeeping and Reservations
- Maximize and identify revenue and cost control opportunities within the departments.
- Manages and motivates the teams in order to improve sales and quality
- Leads and brings life to Mercure projects and identity features in the departments.
- Deliver cost, expense and payroll targets.
- Fully involved with business planning, revenue management and forecasting
- Ensuring that personal/ development plans are in place for all direct reports.
- Anticipates the needs of "repeat" guests and issues instructions to ensure those needs are met by the different teams within the departments.
- To respond to changes in the Operations function as dictated by the industry, company and hotel.
- Maximize room revenue and occupancy by reviewing status daily. Analyse rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily. I.e. flash report, allowance etc.
- Monitor high balance guest and take appropriate action.
- Prepare revenue and occupancy forecasting.
- Review daily front office work and activity reports generated by Audit. Review Front office log book and Guest feedback forms on a daily basis.
- Maintain an organised and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs.
- Perform other duties as requested by management.



**The Emerald Hotel & Suites**  
(Best Western The Emerald)

**Mumbai, India.**

- Developed and managed all guest rooming procedures.
- Ensured compliance to all hotel cashier and credit policies.
- Analyzed credit limit report on everyday basis and ensured timely payments for all.
- Ensured optimal levels of customer satisfaction and communicated with guest on same.
- Hired and interviewed various personnel for guest services staff.
- Administered occupancy status for all rooms.
- Coordinated and updated various department details regarding ticketing, reservations, inquiries and records.
- Responded and attended to different complaints, service issues and other general questions or concerns.
- Make sure that employees complete their essential tasks before leaving. Assist with any problem in scheduled shifts on the night audit shifts. Maintain and monitor proper front office operational supplies. Maintain
- Hygiene and organization of front desk, back office and front desk closet.
- Responsible for making reservations for guests through Telecom, fax, E-mail, etc. Handling daily check-in and check-out of the guest.
- Handling reservation of the room & all kind of phone call of guest.
- Handle regular as well as Group Bookings. Follow up for the No-Shows, Cancellations of Reservations. Ensure accuracy of rooming list.
- Receive payments by all payment methods approved by accounts, adhering to the company Credit Policy at all times.
- To up sell rooms to optimize revenue and achieved high average room rate.



**Admiral Plaza Hotel**

**Dubai, U.A.E.**

- Assist the Front Office Manager to oversee the entire Front Office operation to maintain high standards
- Assist the Front Office Manager to evaluate levels of Guest satisfaction and monitor trends, with a focus on continuous improvement
- Ensure regular and VIP Guests are recognized and that the Front Office department operates with a sales attitude and promotes the hotel brand's loyalty scheme
- Maximize room occupancy at best rates and use up-selling techniques to promote hotel services and facilities
- Assist the Revenue Manager with setting departmental objectives, work schedules, budgets, policies, and procedures
- Monitor the appearance, standards, and performance of the Front Office Team Members with an emphasis on training and teamwork
- Ensure Team Members have current knowledge of hotel products, services, pricing and policies, as well as knowledge of the local area, and are continuously trained to learn and understand policies and practices
- Maintain good communication and working relationships with all hotel departments
- Monitor staffing levels to meet cover business demands
- Conduct monthly communication meetings, in the absence of the Front Office Manager, and produce minutes
- Assist the Front Office Manager with staff performance issues in compliance with company policies and procedures
- Assist the Front Office Manager with recruiting, managing, training and developing the Front Office team
- Act in accordance with policies and procedures when working with front of house equipment and property management systems

**Worked till 2016 as a Duty Manager and from 2016 got promoted and started working**  
**Asst. Front Office Manager**

**(March 2014 Till May 2017)**

- Ensured compliance to all hotel cashier and credit policies.
- Analyzed credit limit report on everyday basis and ensured timely payments for all.
- Ensured optimal levels of customer satisfaction and communicated with guest on same.
- Hired and interviewed various personnel for guest services staff.
- Administered occupancy status for all rooms.
- Coordinated and updated various department details regarding ticketing, reservations, inquiries and records.
- Responded and attended to different complaints, service issues and other general questions or concerns.
- Responsible for managing guest, clients and candidates.
- Make sure that employees complete their essential tasks before leaving. Assist wi any problem in scheduled shifts on the night audit shifts. Maintain and monitor proper front office operational supplies. Maintain
- Hygiene and organization of front desk, back office and front desk closet.
- Responsible for making reservations for guests through Telecom, fax, E-mail, etc. Handling daily check-in and check-out of the guest.
- Handling reservation of the room& all kind of phone call of guest.
- Handle regular as well as Group Bookings. Following up for the No-Shows, Cancellations of Reservations. Ensure accuracy of rooming list.
- No check in should be done without advance deposit to avoid any skippers.
- Receive payments by all payment methods approved by accounts, adhering to the company Credit Policy at all times.
- To up sell rooms to optimize revenue and achieved high average room rate.

#### Front Office Executive

(Dec 2011 - March2014)



#### Dunes Hotel

Dubai, U.A.E.

- Functioned as a receptionist wherein initial front office operations with clients are done.
- Coordinated and updated various department details regarding ticketing, reservations, inquiries and records.
- Responded and attended to different complaints, service issues and other general questions or concerns.
- Responsible for managing guest, clients and candidates.
- Managed multi-line phone system.
- Responsible for greeting and directing guest and staff.
- Performed by all employees of front office.
- Make sure that employees complete their essential tasks before leaving. Assist wi any problem in scheduled shifts on the night audit shifts. Maintain and monitor proper front office operational supplies. Maintain
- Hygiene and organization of front desk, back office and front desk closet.
- Responsible for making reservations for guests through Telecom, fax, E-mail, etc. Handling daily check-in and check-out of the guest.
- Handling reservation of the room& all kind of phone call of guest.
- Handle regular as well as Group Bookings. Following up for the No-Shows, Cancellations of Reservations. Ensure accuracy of rooming list.
- No check in should be done without advance deposit to avoid any skippers.
- No guest will wait longer than 2 minutes on line at the reception desk.
- Receive payments by all payment methods approved by accounts, adhering to the company Credit Policy at all times.
- Provide Currency Exchange service to all in-house guests.
- To up sell rooms to optimize revenue and achieved high average room rate.

#### Front Office Executive

(Apr 2011 - Nov 2011)



#### Ramada Plaza Palm Grove Hotel

Mumbai, INDIA.

- To process check-in and check-out according to the hotel policies and procedures.
- Be fully conversant with all hotel facilities and services.
- To complete the guest's registration form and ensure all details are accurately captured.
- Courteously and promptly handle all reservations enquiries on phone, emails, etc.
- Maintain detailed awareness or information regarding arrivals, their accommodation requirements, special needs and expected departures of the day.
- Follow up VIP reservations and issue VIP amenities and any other special service requests in accordance with hotel practices.
- Answer queries on house facilities and places of tourist interest.
- Assure accountability for cash float issued.
- Maintain confidentiality with regard to guest's personal information.
- Provide assistance to guests on all matters relating to their stay.
- Act on any complaint received.
- Efficiently and accurately accept and making reservation for any individual walk in guest.
- Blocking the rooms for the arrival of the day according to their request and preference, posting prepayments, billing no show reservations using opera system and other duties as assigned.



**Lavender Bough Hotel**

**Mumbai, INDIA**

- Ensure that all guest on arrival feel expected and welcomed by creating a sense of recognition and high sense of comfort.
- Maintain an up to date knowledge of hotel, local services and supply information respond to guest queries.
- Deal swiftly, efficiently and sensitively to guest complaints and report the same to your supervisor on shift.
- Maintain awareness of guest through the Opera guest history and ensure that all guest details such as: address, email, telephone numbers, designation are updated correctly.
- No check in should be done without advance deposit to avoid any skippers.
- No guest will wait longer than 2 minutes on line at the reception desk.
- No check in should be done without advance deposit to avoid any skippers.
- No guest will wait longer than 2 minutes on line at the reception desk.
- Receive payments by all payment methods approved by accounts, adhering to the company Credit Policy at all times.
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#### EDUCATIONAL QUALIFICATIONS

**Bachelor of Science in Hotel & Restaurant Management** Allgappa University, I.C.E College –Mumbai.

#### I.T. SKILLS

MS Office Word, Excel, PowerPoint, Access, Publisher and Internet Explorer, MS Windows.

#### LANGUAGES KNOWN

**English**(Read, Write, & Speak)**Hindi**(Read, Write, & Speak)**Marathi**( Read, Write, & Speak ) **Urdu**(Speak) **Arabic** (Workable)

**Indian ( P1741893 )**

**Valid Employment Visa**

**Single**

**Male**

**D.O.B. 20/02/1984**