

VINAY JOSHI

SENIOR DUTY MANAGER

MOBILE

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EMAIL

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LOCATION

Haldwani, INDIA

EXPERIENCE

7 Years 9 Months



PROFILE SUMMARY

A result-oriented leader with a can-do attitude, strong interpersonal and communication skills.

Proficient in Gxp, Opera, Micros, MS Office and various modern day hotel softwares.

Skilled in staff management, budgeting, OTA management and Reservation Handling.

Dynamic hospitality professional with a proven track record of driving exceptional guest experiences.

KEY SKILLS

- Budgeting
- Guest Relations
- Leadership Skills
- Staff Management
- Communication Skills
- Interpersonal Skills
- Administrative Assistance
- Team Motivation
- Customer Service Management
- Task Management
- Growth Catalyst
- Bridge Builder

WORK EXPERIENCE

Senior Duty Manager

Radisson Blu Rudrapur

May 2023 - Present

- Managed front desk operations and ensured seamless customer service management
- Demonstrated effective interpersonal communication skills to resolve customer complaints and manage guest reviews.
- Built and nurtured a strong team through effective leadership and team-building activities.
- Implemented marketing and upselling strategies, leading to increase sales revenue.
- Oversaw staff recruitment, training, and roster management, ensuring a well-trained and efficient team.
- Managed OTA and channel manager, effectively controlling costs and handling crises management.
- Displayed a can-do attitude and multitasked effectively in a fast-paced environment.
- Handled administrative assistant duties with a focus on maintaining high standards of guest relations.

Multi Property Receptionist

Living Adventure by Accor, Doha, Qatar

Jul 2022 - Feb 2023

- Managed front desk operations for multiple properties, ensuring seamless check-in and check-out experiences for guests.
- Implemented new customer service procedures, resulting increase in positive feedback scores.
- Coordinated with housekeeping and maintenance

- Problem Translator
- Ownership Mindset
- Standard Setter
- Strategic Observation
- Impact Focuser
- Energy Multiplier
- Moment Maker
- Calm Navigator
- Front Office Operations
- Reservation Handling
- Staff Training and Development
- Conflict Resolution
- Revenue Generation
- Hotel Operations
- VVIP Handling
- Manager on Duty Responsibilities

CERTIFICATION

- Completed Executive Development Program
Does not expire

LANGUAGES

English
Hindi

SOCIAL LINKS

<https://www.linkedin.com/in/vinay-joshi-46863910a>

teams to resolve or avoid any guest issues promptly,

Front Office Supervisor

Radisson Blu Rudrapur

Feb 2020 - May 2022

- Managed front desk operations including check-ins and check-out.
- Maintained high standards of guest handling and guest satisfaction.
- Cultivated positive guest relations to enhance overall experience.
- Responsible for accurate cash handling and night audit duties.

Guest Service Associate

JW Marriott Hotel

Feb 2017 - Nov 2019

- Delivered exceptional guest service, leading to high customer satisfaction ratings.
- Recognized for effective upselling techniques, contributing to a substantial increase in average F&B sales per guest.
- Collaborated with coordinating departments to efficiently resolve guest issues and complaints.
- Demonstrated ability to handle a high volume of guest inquiries, complaints and requests.

EDUCATION

BHM - Hotel Management

2017

Amrapali Group of Institutions, Haldwani

Grade - 70%