



KRIPA RAM

Front Office Manager

Personal Details:-

Add:-Vill.Badi Bajain Tehsil Padhar Distt
Mandi (HP) India
Phone No:+917485939416&
+258864804666
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Skills:-

Leadership and management
Excellent communication
Problem-Solving
Organizational Skills
Customer Service
Technical Proficiency
Financial Management
Multitasking
Interpersonal Skills
Compliance and Standards
Microsoft Office Suite (Word, Excel, PowerPoint)

Education:-

Hospitality & Tourism Management
Diploma BIHM Dharamshala 2017

Higher secondary examination from HP Board Dharamshala 2013

Higher secondary examination from HP Board Dharamshala 2011

SUMMARY

Dynamic and results-oriented Front Office Manager and Reservation Manager with 08 years of experience in hospitality management. Proficient in overseeing front desk operations, managing reservations, and delivering exceptional guest experiences. Adept at team leadership, conflict resolution, and process optimization. Committed to maximizing revenue through effective yield management and outstanding customer service.

EXPERIENCE

AFRIN PRESTIGE HOTEL MAPUTO (RoomKeys160)

Front Office Manager | 03.11.2023 to 03.11.2024

- Oversee daily operations of the front office, ensuring smooth functioning.
- Foster a positive work environment, promoting teamwork and communication among staff. Recruit, train, and manage front desk staff, bell staff, and concierge
- Implemented a new check-in/check-out process that reduced guest wait times by 20% while increasing overall customer satisfaction scores by 40%.
- Handle guest inquiries, complaints and feedback promptly and professionally, resulting in a 40% increase in positive reviews.
- Coordinate with the reservations department to manage room availability and pricing
- Implement and enforce hotel policies regarding cash handling, credit, and billing processes. Assist in budget preparation and cost control measures
- Work closely with housekeeping, maintenance and other departments to ensure guest satisfaction
- Provide ongoing training for front office personnel in guest services and procedures. Develop staff through performance reviews and feedback mechanisms.
- Ensure compliance with health, safety, and legal regulations.
- Manage reservation system, optimizing occupancy rates through effective yield management strategies, leading to a 20% increase in revenue
- Train and supervise a team of 18+front desk and reservations staff, fostering a collaborative environment and enhancing team performance
- Develop dynamic pricing strategies based on market conditions, occupancy rates, and competitor pricing.
- Revenue growth through yield management & revenue management.
- P&L management and financial analysis-
- Loyalty program development and management
- Prepare regular reports that detail revenue performance, market analysis, and forecasting accuracy.

THE ORCHID HOTEL PUNE, INDIA (RoomKeys390)

Duty Manager | 28-03-2022 -10.10.2023

- Oversee day to day operations. Ensure VIP/LSG/SLG Arrivals are noted for the day.
- Managed a team of 35+ employees, scheduling shifts to ensure seamless 24/7 Front Desk operations

TECHNICAL SKILLS

- Property management system (PMS)
(E.gOpera, IDS, Innkey, Newhotel etc)
- Reservation and Booking Systems
- Front Desk Technology
- Security and Access Control
- Communication Systems
- Financial and Accounting Software
- Guest Experience and CRM Software
- Data Management
- Technological Adaptability

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Phari (Fluent)
- Portuguese (Beginner)

PERSONAL INFORMATION

- Marital Status: Single
- Gender: Male
- Passport No: W9317250
- Nationality: Indian

- Ensure Group arrivals for week are verified and communicated. No-show room reservations are charged on daily basis & C-forms are updated properly.
- Hold regular briefings and meetings with all head of departments.
- Ensuring front office shift functioning is smooth Night Audit, Email handling, screening daily next day arrival guest and plan accordingly, day closing reconciling of accounts, batch closing Liaoning with accounts to make sure timely invoices delivery
- Guest complaint, issues handling, roster management, training and development Maintain the room inventory & Handling sold out dates smoothly. Maintain regular contact with corporate and individual guest and build strong
- Hire train, supervise and motivate staff & monitoring the quality of the product and services.
- Operations management and administrative duties

RAMADA BY WYNDHAM BENGALURU, INDIA

Duty Manager (Officiated HOD) | 21.10.2020 – 25.03.2022 RoomKeys79

- Oversee day to day operations. Ensure VIP/LSG/SLG Arrivals are noted for the day.
- Managed a team of 10+employees,scheduling shifts to ensure seamless 24/7 Front Desk operations
- Hold regular briefings and meetings with all head of departments
- Hire train, supervise and motivate staff & monitoring the quality of the product and services.
- Guest complaint, issues handling, roster management, training and development Maintain the room inventory & Handling sold out dates smoothly.
- Operations management and administrative duties
- Preparing reports for corporate as necessary
- Maintain regular contact with corporate and individual guest and build strong relationship.

FORTUNE SELECT GRAND RIDGE TIRUPATI, INDIA

Front Office Supervisor | Dec 2019–Aug 2020 (Laid-off due to Covid) (Room Keys 140)

- Organize & monitor front desk activity
- Shift operations including checkin, checkout, cashiering, reservations, Operator, concierge, bell desk. Ensuring smooth guest arrival from pick up to rooming. Closing shifts including credit card, etc.
- Maintaining standards, night audit, preparing Reports.
- Efficient handling of group guests movement at the hotel.
- Handling front office in absence of duty manager & FOM.
- Handling mails & enquiry calls & Implement hotel policy.

REGENTA CENTRAL HARIMANGLA BHARUCH, INDIA

F.O Supervisor | 29.12.2018 – 28.05.2019 (RoomKeys102)

- Shift and day planning, ensuring shift operations are carried out smoothly and closing is done in timely manner. Day closing, reconciling of accounts Such as BTC Credit Cards, TA Vouchers etc., batch closing, liaising with accounts to ensure timely invoices delivery, no difference in transaction or taxes etc.
- Handling high balances, closing PMS, sorting HK discrepancies including DND, Scanty baggage, sleep out process. Monitoring the quality of the product and service provided.
- Hire, train, supervise and motivate staff. Overall responsibility for brand management and corporate identity.
- Handling Customer Complaints and queries. Management and administrative duties

THE LORD PLAZA SURAT, INDIA

Front Office Supervisor|18.05.2018 – 28.12.20218 (RoomKeys142)

- Shift and day planning, ensuring shift operations are carried out smoothly.
- Shift operations including check-in, checkout, cashiering, and reservations. Operator, concierge, bell desk.
- Handling customer complaints and queries. Management and administrative duties.
- Hire, train, supervise and motivate staff.
- Perform check-in, checkouts, night audit, preparing Reports, high balance etc.
- Handling front office in absence of duty manager.

THE WATER FRONT SHOW LAVASA, INDIA

Front Office Assistant|22.06.2017 – 16.05.2018 (RoomKeys51)

- Greetings guests with smile and deal them with courtesy
- Perform check-in, checkouts, night audit, preparing Reports, high balance etc.
- Supervising Reservations, Front Desk, Concierge, Bell desk & Airport services.
- Worked with Finance department regarding the financial dealings and transactions pertaining to Front Office
- Management and administrative duties.

Hotel Surya Palace Vadodara Gujarat, INDIA

Industrial Training |14.11.2016 – 13.05.2017 (Room Keys 148)

Certifications:-

- Best employee of the month12/2018 (Regenta Central Harimangla Bharuch,India)
- Best Employee of the month 01/2020 (Fortune Select Grand Ridge, India)
- Manager of the Month 01/2022 (Ramada by Wyndham Bengaluru, India)

DECLARATION:-

- I hereby declare that all the information made above are true and correct to be based on my knowledge

Date:-

Signature: Kripa Ram