

Rudra Aabhishek

Address:- V-1/55, Buddh Vihar

Phase I, New Delhi - 110086

Mobile :- +91 7550657696,

Email:- royal007jha@gmail.com



OBJECTIVE

To organize the skills & knowledge attained through learning and experiences, coupled with managerial skills, so as to prosper and progress continuously in a challenging & competitive environment of the industry.

EXPERIENCE

Jan 24 – Till Date

Country Inn Premier Vrindavan (A Unit of Espire Hospitality Group)
Operations Manager

- Oversee daily hotel operations, ensuring smooth and efficient functioning across all departments, including front desk, housekeeping, food & beverage, and maintenance. Lead the team and take care of the entire department.
- Manage and train staff, fostering a positive and productive work environment while ensuring adherence to service standards and operational procedures.
- Monitor and improve guest satisfaction levels by addressing complaints, ensuring timely responses to inquiries, and implementing improvements based on feedback.
- Track operational expenses, and implement cost-control strategies to meet financial objectives without compromising service quality.
- Implement and maintain operational policies, safety procedures, and compliance with health and safety regulations.
- Conduct regular audits of hotel facilities, rooms, and services to ensure quality standards are met and identify areas for improvement.
- Develop and implement marketing and promotional strategies to drive hotel occupancy and revenue growth.
- Collaborate with other departments (e.g., sales, marketing, events) to coordinate services and maximize operational efficiency.
- Monitor inventory levels and procurement of supplies, ensuring cost-effective purchasing and avoiding stock shortages.
- Handle guest reservations, special requests, and VIP arrangements, ensuring exceptional service delivery.
- Prepare detailed performance reports, analyzing operational performance and making recommendations for operational improvements.
- Oversee the hotel's online reputation, responding to reviews and managing social media interactions.
- Coordinate and support in-house events, conferences, and special functions, ensuring smooth event execution.
- Ensure compliance with all local, state, and federal regulations, including licensing and environmental requirements.
- Drive staff engagement and performance through regular coaching, evaluations, and providing opportunities for career growth and development.

APR 23 – Dec 23

Icon Premier Hotel by Bhagini, Bangalore

Front Office Manager

- Check the Night Audit Reports in morning.
- Lead the team and take care of the entire department.
- Report directly to and communicates with the General Manager on all pertinent matters affecting guest service and hotel operations
- Co-ordinate with all the Department's Heads for smooth Operations.
- Provide functional assistance and direction to all departments
- Cooperate, coordinate and communicate with other hotel departments as required
- React to situations to ensure guests receive prompt attention and personal recognition throughout the hotel
- Respond to guest needs and resolves related problems

- Supervise and direct Reception and Reservations personnel
- Support and assist Front Office personnel and all departments at peak periods

- Ensure VIPs and priority club guests receive special attention
- Assist Guest Relations in greeting, rooming, and sending off VIP guests
- Monitor appropriate standards of conduct, uniform, hygiene, and appearance of staff
- Provide input for Front Office meetings

NOV 22 – MAR 23

Bloom Boutique Amritsar

Asst. Front Office Manager

- Lead the team and take care of the entire department.
- Check the Night Audit Reports in morning.
- Report directly to and communicates with the General Manager on all pertinent matters affecting guest service and hotel operations
- Co-ordinate with all the Department's Heads for smooth Operations.
- Provide functional assistance and direction to all departments
- Cooperate, coordinate and communicate with other hotel departments as required
- React to situations to ensure guests receive prompt attention and personal recognition throughout the hotel
- Respond to guest needs and resolves related problems
- Supervise and direct Reception and Reservations personnel
- Support and assist Front Office personnel and all departments at peak periods
- Ensure VIPs and priority club guests receive special attention
- Assist Guest Relations in greeting, rooming, and sending off VIP guests
- Monitor appropriate standards of conduct, uniform, hygiene, and appearance of staff
- Provide input for Front Office meetings
- Promote inter-hotel sales and in-house facilities

FEB 22 – NOV 22

Shiv Vilas Resorts Pvt Ltd Jaipur

Duty Manager

- Perform other duties as assigned by the Front Office Manager.
- Do the Night audit and Rate check for all the in house guest
- Report directly to and communicates with the Front Office Manager on all pertinent matters affecting guest service and hotel operations
- Provide functional assistance and direction to all departments
- Cooperate, coordinate and communicate with other hotel departments as required
- React to situations to ensure guests receive prompt attention and personal recognition throughout the hotel
- Respond to guest needs and resolves related problems
- Supervise and direct Reception and Reservations personnel
- Support and assist Front Office personnel and all departments at peak periods
- Ensure VIPs and priority club guests receive special attention
- Assist Guest Relations in greeting, rooming, and sending off VIP guests
- Monitor appropriate standards of conduct, uniform, hygiene, and appearance of staff
- Provide input for Front Office meetings
- Promote inter-hotel sales and in-house facilities
- Check billing instructions and monitors guest credit
- Analyze and approve discounts and rebates
- Analyze the rate variance report to ensure rooms revenue control
- Take action with the Property Management Systems (PMS) in emergency situation
- Fully conversant with all hotel emergency procedures
- *Knows for proven results in all my ex organizations where ever worked.*

SEP'20 – JAN'22

The Cabbana Resort & Spa Jalandhar

Duty Manager

- To assist in maintaining and/or develop agreed operating procedures involved in the Front Office and to ensure all Front Office employees adhere to the correct procedures as laid down in the operating manuals.
- Do the Night audit and Rate check for all the in house guest
- To ensure a smooth and efficient running of the Hotel operation, ensuring that all hotel guests and visitors receive an optimum level of service and care at all times
- To use discretion and tact when dealing with guest inquiries, problems, or complaints in an efficient and professional manner without detriment to the Hotel and/or its reputation
- Drive improvement in guest satisfaction goals. Collaborate with hotel team members to establish and implement services and programs that meet or exceed guest expectations
- To set a high example in regard to punctuality, appearance, courtesy, performance, attitude, leadership, guest relations, observance of the house rules, loyalty to Management, and interdepartmental co-operation
- Ensure own productivity and that of the team on a day-to-day basis by planning and assigning work and establishing performance and development goals as set by the GSL
- Contribute to overall operational efficiency by performing relevant duties as assigned
- Use your supervision skills efficiently to encourage and motivate staff
- Monitor guest service personnel constantly, ensuring that at all times maximum guest satisfaction is being achieved through guest recognition and prompt cordial attention

DEC'17 – MAR'20

Rockland Hotels Ltd. Delhi

Sr. Front Office Executive

- Supervise all services offered in the Front Office Departments and ensure they are carried out with the utmost efficiency and courtesy
- Ensure quality guest service is provided including attending to guest inquiries, requests, and complaints, preparing and meeting VIP guests, and ensuring all associates demonstrate professional attitudes and behaviors at all times
- Ensure that all colleagues are constantly updated on accurate hotel information.
- Liaises with departments on daily operation
- To report for planning, training, directing, controlling, and coordinating the activities as well as to ensure effectively
- To perform any other duties as required by the Management
- To supervise staff within the section
- Responsible for the daily organization of the section

SEP' 16 – NOV'17

Misaki Hotel Faridabad

Front Office Supervisor

- Customer relation management.
- Guest history maintenance, feedback and guest query follow-ups.
- Operations including reservations.
- Room assignment & departure control.
- Cash & FOREX handling.
- Supplies, Equipment maintenance, and repair.
- Listens, Apologies with Empathy, finds a solution & follows through when resolving guest Problems.
- Other responsibilities – Lost & Found, Emergency response, and guest complaints.
- Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies.

APRIL'15- JUNE'16

Hotel Sewa Grand Faridabad

Front Office Associate

- Reporting to Duty Manager, Responsible for handling front desk operation also involved with the reservation and concierge.
- Handling through the guest complaints in accordance with “YES I CAN”
- Up selling of the Rooms as well as all the promotions running in hotel
- Good hand on the IDS Software latest version
- Handling the front desk area with confidence for prompt service and guest satisfaction
- Responsible for co-ordination of day-to-day Front Desk activities
- Responsible for the Front Desk and Lobbyset up
- Maintaining the par-stock of the department

PROFESSIONAL EDUCATION

2016–2019

**Babasaheb Bhimrao Ambedkar
University(BRABU)**

MUZAFFARPUR, INDIA

- Graduate in English.

COMPUTER PROFICIENCY

- Ms-Office
- Proficient knowledge of internet.
- Property Management System: - IDS, Aathiya(Dataman) and Champagne

ACHIEVEMENTS AND AWARDS

- Continue to get excellent feedback by the Guest on Trip Advisor at all the hotels I have worked.
- 4 Times Employee of the month

LANGUAGE PROFICIENCY

- English
- Hindi

PERSONAL DETAILS

Date Of Birth
Father's Name
Marital Status
Area of Interest

- 30th Jul 1997
- Mr. Abhay Kumar Jha
- Single
- Front Office

Rudra Aabhishek