



## PROFILE SUMMARY

Highly organized and detail-oriented Assistant Front Office Manager with over five years of experience in the hospitality industry. Demonstrates strong leadership skills in managing daily front office operations, supervising staff, and ensuring exceptional guest service. Adept at handling guest inquiries and complaints with professionalism and efficiency, while maintaining a positive and welcoming atmosphere. Proven ability to streamline administrative processes, manage reservations, and coordinate with various departments to enhance overall guest satisfaction. Committed to upholding high standards of service and contributing to the achievement of organizational goals.

## SOHEL ANSARI

### ASSISTANT FRONT OFFICE MANAGER

Dehradun, INDIA

6 Years 6 Months of  
experience



(+91) 8627815851



sohailansari699@gmail.com

## WORK EXPERIENCE

### Assistant Front Office Manager

Radisson Blu Hotel, Rudrapur

Apr 2024 - Present

1. Team Supervision: Oversee daily front office operations and support the front desk staff.
2. Guest Relations: Handle guest inquiries, complaints, and special requests to ensure a positive experience.
3. Staff Training: Train, mentor, and evaluate front office staff to maintain high service standards.
4. Shift Management: Organize staff schedules, manage shifts, and ensure proper coverage.
5. Operational Support: Assist with check-ins, check-outs, and resolving escalated issues during peak times.
6. Coordination: Collaborate with housekeeping, reservations, and other departments to ensure smooth operations.
7. Revenue Management: Support room sales and upselling initiatives to maximize revenue.
8. Policy Compliance: Ensure adherence to hotel policies, procedures, and safety standards.
9. Reporting: Generate daily or periodic reports on occupancy, revenue, and guest feedback.
10. Problem-Solving: Address and resolve operational challenges

proactively.

### **Assistant Manager Front Office**

LP Vilas Hotel Dehradun

Feb 2023 - Feb 2024

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### **Assistant Manager Front Office**

Fortune Resort Grace

Mussoorie by ITC Hotels

Jul 2021 - Feb 2023

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### **Reservation Manager**

Dunsvirk Court Boutique Resort

Mussoorie

Dec 2020 - Jul 2021

1. Team Leadership: Supervise, train, and motivate the reservations team to ensure high performance and efficiency.
2. Strategy Implementation: Develop and execute reservation strategies to maximize occupancy and revenue.
3. Revenue Management: Collaborate with the sales and revenue departments to implement pricing, promotions, and upselling strategies.

4. Customer Relations: Address escalated guest inquiries, complaints, and special requests professionally.
5. System Oversight: Manage and ensure the proper functionality of the reservation software and tools.
6. Reporting and Analysis: Generate and analyze reports on bookings, revenue, and occupancy trends to guide decision-making.
7. Policy Enforcement: Ensure all reservations align with company policies and procedures.
8. Cross-Department Collaboration: Work closely with front office, housekeeping, and sales teams to ensure seamless operations.
9. Market Awareness: Monitor market trends, competitor pricing, and demand to adjust strategies accordingly.

### **Reservation Supervisor**

Fortune Resort Grace  
Mussoorie by ITC Hotels

Oct 2019 - Mar 2020

1. Team Supervision: Manage and guide the reservations team to ensure efficient and accurate booking processes.
2. Quality Control: Monitor reservation entries for accuracy and adherence to company policies.
3. Customer Service: Handle escalated inquiries or complaints from guests regarding reservations.
4. Revenue Management: Assist in implementing pricing strategies and upselling techniques to maximize revenue.
5. Training: Train and mentor team members on reservation systems, procedures, and customer service standards.
6. Coordination: Collaborate with other departments (e.g., front office, sales) to ensure smooth guest experiences.
7. Reporting: Generate and analyze reservation reports to track performance and occupancy trends.
8. System Management: Oversee the proper functioning of reservation software and address any technical issues.

### **Reservation Associate**

Royal Orchid Fort Resort  
Mussoorie

Mar 2019 - Sep 2019

1. Reservation Management: Handle incoming calls, emails, and online requests for room bookings.
2. Customer Assistance: Provide information about room availability, rates, and hotel services.
3. Booking Systems: Input, modify, and update reservations in the hotel's reservation system.
4. Payment Processing: Manage deposits, cancellations, and refunds while following company policies.
5. Upselling: Recommend room upgrades, packages, and special offers to guests.
6. Problem Resolution: Address and resolve customer queries or issues related to bookings.
7. Coordination: Communicate reservation details with other departments (e.g., front desk, housekeeping).
8. Reporting: Generate daily, weekly, or monthly booking and

occupancy reports.

**Guest Service Associate**

Al Khoory Inn Dubai

Dec 2017 - Jan 2019

- 1. Customer Service: Greet guests, provide menus, and answer questions about food and drinks.
- 2. Order Management: Take and relay accurate orders to the kitchen.
- 3. Serving: Deliver food and drinks promptly, and ensure customer satisfaction.
- 4. Cleanliness: Set and clear tables, and maintain a tidy dining area.
- 5. Payments: Present bills, process payments, and address customer concerns.
- 6. Teamwork: Assist coworkers during busy shifts and follow management directives.
- 7. Upselling: Recommend additional items like appetizers, desserts, or drinks.

**KEY SKILLS**

- Front Office Operations
- Customer Service
- Opera PMS
- IDS PMS
- Revenue Management
- OTA
- Duty Management
- Room Assignment
- Team Leading
- Guest Relations
- Guest Handling

**LANGUAGES**

Hindi  
English

**HOBBIES**

Playing Football  
Travelling

**Extra-curricular**

**EDUCATION**

2022	<b>BBA-Hotel Management - Hotel Management</b>  Maharaja Agrasen Himalayan Garhwal University Grade - 67%
2012	<b>12th</b>  Uttarakhand, English Marks - 58%
2010	<b>10th</b>  Uttarakhand, Other Marks - 55%

Activity

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