

# RakeshKumarSingh

ASST.MANAGER-FRONT OFFICE



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Ranchi, Jharkhand

## SUMMARY

Experienced Asst. Front Office Manager with over 14 years of experience in the hospitality industry. Proven ability to lead and motivate staff. Skilled in providing excellent guest service and resolving customer complaints.

## SKILLS

Have a great zeal to achieve high targets.	● ● ● ● ●	Leadership	● ● ● ● ●
Accepting job challenges as and when required	● ● ● ● ●	Skills Problem-Solving Attention to Detail Team Collaboration Sales Skills	● ● ● ● ●
Hardworking, loyal to work, punctual, adaptable.	● ● ● ● ●	Crisis Management Time Management	● ● ● ● ●

## EXPERIENCE

### — Front Office Assistant

**Capitol Residency - Ranchi** May 2010 - Oct 2012

As a Guest Front Office Assistant, my role was dynamic and customer-centric, involving tasks such as providing excellent service, managing reservations, solving problems, multitasking, upselling, crisis management, maintaining attention to detail, and collaborating with various departments.

### — Front Office Supervisor

**The Lalit Hotel Temple View, Khujaraho** Oct 2012 - Jan 2013

As a Front Office Supervisor in a hotel, the role is centered around overseeing the day-to-day operations of the front desk and ensuring a seamless guest experience. Responsibilities include supervising staff, handling guest inquiries and concerns, managing reservations, coordinating with other departments, and maintaining high service standards.

### Front Office Supervisor

**Capitol Residency - Ranchi** Feb 2013 - Mar 2016

In my role as the Front Office Supervisor at Capitol Residency, my job was crucial for ensuring the smooth operation of the front desk. I led the team, assisted guests with inquiries or issues, managed reservations, and collaborated closely with other hotel departments. Upholding Capitol Residency's high service standards was at the core of my responsibilities. I utilized effective communication and problem-solving skills, always paying attention to the smallest details. Putting my best effort into each day, I contributed to creating a welcoming and efficient atmosphere, ensuring that guests had a fantastic experience and maintaining Capitol Residency's reputation for excellent service.

### — Front Office Executive

**Capitol Residency - Ranchi** Apr 2016 - Mar 2021

In my role as a Front Office Executive at Capitol Residency, my major responsibilities included handling reservations, managing inventory, overseeing the travel desk, taking charge of day-to-day operations, and engaging in revenue management. I played a key role in ensuring the efficient handling of guest bookings, maintaining accurate inventory records, assisting with travel arrangements, and overseeing the daily operations of the front desk. Also maintained

## AsstManager-Frontoffice

CapitolResidency-RanchiMay2021-Feb 2024

As a Front Office Assistant Manager at Capitol Residency, I held a leadership position overseeing various facets of front office operations. A significant part of my duties involved managing reservations, overseeing inventory, supervising the travel desk, and taking charge of day-to-day operations. I actively engaged in revenue management strategies to optimize the hotel's profitability. As a leader, I encouraged effective communication within the team, paid precise attention to detail, and utilized problem-solving skills to enhance the overall guest experience. Upholding Capitol Residency's commitment to high service standards was a priority, and I worked towards maintaining the hotel's esteemed reputation of excellence.

## Front Office Manager

Shravanti Sarovar Portico- Bangalore March2024-Present

As a Front Office Manager, I held a leadership position overseeing various facets of front office operations. A significant part of my duties involve managing reservations, overseeing inventory, supervising the travel desk, and taking charge of day-to-day operations. I played a crucial role in implementing and overseeing efficient booking processes, maintaining accurate inventory records, coordinating travel arrangements, and ensuring the smooth daily functioning of the front desk.

Beyond these responsibilities, I actively engaged in revenue management strategies to optimize the hotel's profitability. As a leader, I encouraged effective communication within the team, paid precise attention to detail, and utilized problem-solving skills to enhance the overall guest experience. Upholding the commitment to high service standards was a priority, and I worked towards maintaining the hotel's esteemed reputation of excellence.

## EDUCATION

**Matriculation**  
**K.VDinjan-Assam**

**Inter(10+2)**  
**DAV-Dharamshala**

**DHMIInHotelManagement3YearsDiploma**  
**P.I.H.M.C.T-PATNA**

## PERSONAL PROFILE

**Father'sName** :Sri.Sunilkumarsingh

**DateofBirth** :15June1985

**PermanentAddress**:AnandViharRoadno.03BootyMoreRanchi,Jharkhand.

**MaritalStatus** :Married

## LANGUAGES

English and Hindi