

ABHISHEK BHATTACHARYA

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Career Objective:

To obtain a suitable position which offers opportunities to make the best use of my knowledge and skills, to further enhance my professional knowledge and achieve excellent prospects for progressive growth

Career Precise

Review of my credentials will confirm that I am capable of serving as the catalyst for achieving objectives and organic growth through effective contributions.

Organizational Experience

Duties and Responsibilities:

- Responsible for Front Desk, Fitness Center, Executive Lounge and Business Center
- Implement systems and procedures that achieve higher cost efficiency and guest satisfaction
- Facilitate training sessions for all the team members
- Monitor the business of competition hotels
- Monitor room blocking of different categories of room & suites and coordinate with reservation for optimum selling
- Staffing and scheduling of the department and allocation of duties
- Planning , conducting & presenting Department Meetings every Month
- Conducting and organizing the Department Parties every quarter. This brings in the entire FrontOffice team together and get relieved from Stress. This brings in an energy boost in all
- Check on group movement and handling groups efficiently
- Accelerate accommodation revenue growth by up selling rooms
- Maintain regular contacts with corporate & individual customers, and build strong relationships
- Forecasting and planning for increase in business volumes by understanding guest complaints and taking regular feedback.
- Investigating the issues and making action plans to avoid the shortcomings that spoil the guest experience
- Handling of guest requests and complaints with proper service recovery
- Monitoring & meeting the requirement of VIP guests
- Co-ordination with Housekeeping, Food & Beverage, Engineering, Loss Prevention, Kitchen for the smooth operations of Front Desk, Executive Lounge, Fitness Center, Business Center and AYS

- Taking property round - within and outside
- Checking wakeup call sheets with AYS
- Checking for guest issue & preferences being updated in guest profiles
- Conducting 45 minutes trainings on a regular interval to keep all the associates updated. This is done as a refresher also so that we do not lack in any of our standards
- Insight on various audits such as Control Self-Assessment, BSA and ISRA.
- Responsible for upsell program
- Handling / in charge of the department in absence of FOM
- Keeping a track of Associates' and Executives' performance.
- Attended morning meeting and other operational meetings with the GM and leadership team members in the absence of FOM
- An active participant in all GSS Meetings held by the GM and the LST's
- Maximized revenues by applying the following techniques:
 - Revenue driven incentive programs
 - Promoting in-house facilities and outlets
 - Selling hotel rooms of higher Category at BAR whenever possible

Nov 2023 till Present

**Fairfield by Marriott, Bengaluru
Assistant Front Office Manager
(HOD)**

May 2023 till September 2023

**Courtyard by Marriott, Mahabaleshwar
Assistant Front Office Manager
(HOD)**

September 2022 till May 2023

**Marriott Hotel Jaipur - Rajasthan
Front Desk Manager**

September 2021 till September 2022

**Marriott Hotel Whitefield - Bengaluru
Front Desk Manager**

September 2019 till September 2021

**Marriott, Sheraton Grand Palace - Indore
Assistant Front Desk Manager**

Achievements:

- Recognized as **Manager of the Month** for the month of November 2020 and **Manager of the year for the year 2020**.
- Was part of the **preopening team** and opened the hotel successfully on December 22, 2019.
- Setup of front desk, AYS and concierge as per the Marriott standards, policies and process.
- Trained the staff as per the ISRA and BSA guidelines.
- Took initiative in the upsell program and implemented for generating additional revenue for the hotel and to motivate the staff also.

- Introduced the Elite program to achieve Guest Voice scores and make the members stay more memorable.
- Implemented the New Normal Norms and trained the staff as per the New Normal Standards.
- Was part of the Crisis Management team during lockdown.
- Worked closely with all the associated and other department HOD's to achieve the target of GuestVoice.

September 2018 till September 2019

Marriott, Courtyard Madurai - Tamil Nadu Duty Manager

- ☐ Was part of the pre-opening team and successfully opened the hotel.
- ☐ Set all policies and procedures for the front desk, ays and concierge.
- ☐ Passed first BSA (Brand Standard Audit) in absence of the Front Office Manager.
- ☐ Trained the staff with Marriott Policies, procedures and Standards.
- ☐ Managing department as Department Head in absence of the Front Office Manager.

September 2017 till September 2018

Marriott, Jaisalmer Resort and Spa Front Office Executive (Acting Duty Manager)

August 2014 till August 2017

Marriott, Jaipur Front Office Executive

ACHIEVEMENTS

- ☐ Was part of the task force pre - opening team at Weligama Marriott
- ☐ Been on task force for a VVIP wedding at JW Marriott Mussoriee
- ☐ Been nominated as Executive, Manager of the Month.
- ☐ Been recognized as Guest Voice champ.
- ☐ Been recognized as Highest Rising Star collecting champ.

June 2014 to August 2014

Shiv Vilas Palace, Kukas Jaipur Duty Manager

May 2014 to June 2014

Rajasthali Spa & Resorts, Kukas Jaipur Front Office Team Leader

November 2013 to April 2014

Hotel 1589 Bhairavgarh Palace, Udaipur Duty Manager

December 2011 to November 2013

Hotel Jaisamand Island Resort, Jaisamand Udaipur.

Reservation Executive

April 2011 to November 2011

Hotel Saheli Palace

Front Office Associate

KEY DELIVERABLES:

- Check-in, Check-out procedure.
- Room reservation.
- Maintain c-forms.
- Provide information about travel services.
- To ensure efficiencies of telephone etiquettes.
- Cash handling.
- Foreign encashment.
- Promptly responding to guest's requests.
- Night auditing.
- Blocking of rooms and ensuring guests preferences in doing so.
- Co-ordination with related departments when required.
- Managing Room Inventory of the hotel.
- Personally handling guest queries and complaints and ensuring smooth execution of the guest requirements.

Academic Profile

- ✓ Passed 10+2 from The National Institute of Open Schooling (NIOS).
- ✓ Passed 10th from C.B.S.E Board.

Computer Skills

- ✓ IDS Software, Hotelier Software, Micros, Opera, Symphony, Microsoft Office (Word, Excel, Power point)
- ✓ Well versed with internet.

Personal Dossier

Father's Name : **Mr. Satish Bhattacharya**
Languages Known : **English, Hindi & Bengali**
Date of Birth : **04 – 04- 1992**
Marital Status : **UN Married**

Place: - Udaipur

(Abhishek Bhattacharya)

Date:-