

Jayesh Solanki



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PROFESSIONAL SUMMARY

Hardworking manager with a commitment to staff well-being and customer service. Good working knowledge of cash management and bookkeeping procedures, strong organizational skills and leadership qualities. Motivated Duty Manager with 10 years of progressive experience. Energetic self-starter and team builder. Navigates high-stress situations and achieve goals on time and under budget.

CORE QUALIFICATIONS

Relations
Operations
management

Staff leadership
Guest relations
Staff training
Invoicing

EXPERIENCE

Sep 2024 – Till Date

Front Office Manager Praveg Jawai Caves (Pre-Opening)

- Trains, cross-trains, and re-trains all front office personnel.
- Participates in the selection of front office personnel.
- Schedules the front office staff.
- Supervises workload during shifts.
- Evaluate the job performance of each front office employee.
- Maintains master key control.
- Reviews and completes credit limit report.
- Works within the allocated budget for the front office.
- Receives information from the previous shift manager and passes on pertinent details to the incoming manager.
- Monitor all V.I.P.'s special guests and requests.
- Review daily front office log book and guest feedback forms on daily basis.
- Review daily front office work and activity reports generated by Night audit.

Aug 2023 – Aug 2024

Assistant Front Office Manager Aramness Gir National Park

- Check the handbook of the department operation manual and hotel policies and procedures is part of this job description.
- Manage the AM and PM shifts in the front office, making sure all employees perform the tasks assigned to them and coordinate the front office activities with other departments.
- Implement and manage all standards relating to areas supervised. Monitor activities of all employees in the front office making sure they adhere to the guidelines set in the standards of excellence, employee handbook and hotel policies and procedures, correcting and coaching where needed.
- Act as manager on duty for the hotel, dealing with complaints, problem solving, disturbances, special requests and any other issues that may arise.
- Aware of any VIP arrivals, special requests and repeat guests. Check accommodations, making sure any special requests are carried out, greet them on arrival and escort to room if appropriate.
- Inform all front office staff of daily activities, VIP arrivals, group activity etc.
- Must be able to do scheduling, payroll and other paperwork.
- Attend to the normal duties of the Front office manager in their absence.

March 2023 - Aug 2023

Duty Manager Vivanta by Taj Ahmedabad | AHMEDABAD, GUJARAT

- Kept front desk organized, clean and presentable to maintain an excellent first impression for guests.
- Answered phones politely and professionally, dealing with matters including bookings and general queries.
- Maintained an extensive knowledge of establishment services, availability, and layout to efficiently provide information to customers.
- Managed reception staff schedules, coordinating based on budgets, busy

front desk periods and contracted hours.

- Managed staff training and onboarding, coaching in customer service techniques, best practices, and complaint management.
- Handled establishment mail by signing parcels, organizing mail and distributing it to correct locations.
- Handled guest complaints in a polite and friendly manner, providing effective solutions to maintain customer retention.
- Educated staff on rates, segments, and promotions to provide solid knowledge base for when guests made inquiries.

July 2022 - January 2023

Duty Manager The Living Adventure Qatar Global Sport Event

Managed by Accor, Doha City: Doha Country: Qatar

- Handling all Front Desk and guest booking functions
- Responsible for Handover and decommissioning
- Managed over 20 Receptionist per shift and all managed 5 Property.
- Responsible for the proper Key handling and room allocation
- Providing Front Office Manager and Site Operation Manager with a summary of activities and operations during the shift by preparing a daily written logbook
- Ensuring guests' satisfaction by resolving and taking appropriate actions on all guests' complaints
- Maintaining property's level of cleanliness and sanitation (hygiene) in accordance- with company standards by conducting inspections and taking appropriate action
- Providing friendly and courteous service to guests and respond promptly to all requests in our scope of work.
- Resolving guests' complaints & requests and liaising with the concerned departments.

Feb 2021 - April 2022

Duty Manager Hawthorn suites by Wyndham City: Dwarka

Country: India

- Conduct daily briefings on VIP movements and group movements for the next day.
- Scanning of VIP arrivals one day prior and making reports accordingly
- Initiated plans to improve Guest relations, quality standards and service efficiency.
- Coordinated daily activity using exceptional organization and planning abilities for smooth-running business operations.
- Monitored staff performance and developed improvement plans.

January 2015 - December 2019

Guest Service Associate Novotel Hotel | AHMEDABAD, India.

- Responded to Guest concerns by providing friendly, knowledgeable support and maintaining composure and professionalism.
- Trained employees in essential job functions Reduced workflow inconsistencies by recruiting and hiring capable staff members.
- Used industry expertise, guest service skills and analytical nature to resolve guest concerns and promote loyalty.
- Assisted guests by displaying knowledge of hotel property, local attractions, and hours of operation of hotel outlets and services.
- Processed check-ins and check-outs created reservations and processed special requests.
- Inventoried and ordered office supplies to maintain availability of products.
- Sorted, opened, and routed mail and deliveries to meet business requirements.
- Maintained files and records by implementing effective filing systems that boosted efficiency and organization.
- Welcomed patrons and immediately helped by asking open-ended questions.
- Actively listened to guests, handled concerns quickly and escalated major issues to supervisor.

December 2012 - Jan 2015

Guest Service Executive Tune Hotel | Ahmedabad, India

- Issued bills to guests and handled cash or card payments through company POS system.
- Anticipated guest needs or requirements proactively, addressing problems promptly to prevent complaints.
- Led team member appraisals, reviewing individual performance, and delivering constructive, motivational feedback.
- Confirmed that disabled people, elderly and special guests receive personalized services and have access to all services and amenities.
- Oversaw daily duties of team, assigning tasks and checking on progress to fulfill guest services efficiently.

December 2010 - December 2012

Front Office Executive Nami Residency | ICity: Ahmedabad •

Collected room deposits, fees and payments.

- Welcomed each new arrival pleasantly and confirmed reservations and identification.
- Liaised with housekeeping and maintenance staff to address requests and complaints made by guests.
- Delivered above-and-beyond service to guests by making outside venue reservations-and setting up tours.
- Resolved service-related problems and documented actions in system.
- Oversaw fast-paced front desk operations and guests' needs at busy facility.
- Checked lobby, bathrooms, and common areas near front desk for cleanliness multiple times per shift.

EDUCATION 2009 to 2010

Diploma | Hotel & Tourism Management

Vivekanand Institute of Hotel & Tourism Management, Address,
Rajkot, India