



I am submitting herewith my resume for your perusal and favorable consideration in your esteem organization.

Review of my credentials will indicate that I am a qualified and high performing individual with excellent professional & technical skills achieved via rich cross-functional exposure of over 11 years; Currently working in Park Inn by Radisson Bilaspur Gurgaon as a Front Office Manager.

My core competencies are in the domain of Administration and Operation, Strategic Planning, Cross Functional Coordination, Business Development, Inventory management, new systems & process, Staff Training & Development, Procedure & Systems, Product Quality Assurance, Customer Services, Front Office and handling different sub sections, Guest Service.

I am an innovative thinker, able to apply analysis and creativity to problem solving. I am a highly personable, self-motivated and diligent individual with flexibility to adapt to new situations.

Driven by high energy levels and technical competence I am confident of making visible contribution to company's growth and profitability objectives.

A tour through my enclosed resume shall take you through the details and I am confident, in my credentials you would find a perfect fit for the said job. Thank you for sparing your time.

I would appreciate the chance to meet with you in person to discuss as to how I could be a vital part of your organization.

Thanking you in anticipation.

Yours sincerely

Jitender Shriwas

## **Jitender Shriwas**

### **ACCOMPLISHED HOSPITALITY PROFESSIONAL SEEKING MIDDLE MANAGEMENT ASSIGNMENT IN LUXURY OR BUSINESS SEGEMENT HOTEL**

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#### **Profile:**

- An avid hospitality professional, well versed with all operations and functions related to Hotel Management (Front Office) with an experience of over 11 years.
  - Exposed to comprehensive range of responsibilities from almost all aspects in Front Office.
  - High Calibre Professionalism in building relations and natural flair for interacting with people.
  - Excellent communication, inter personal, relationship management and problem solving skills with the ability to work in multicultural environment.
  - Thorough Professional with strong leadership qualities, self-motivated and team oriented with sound public relations talent and the ability to provide excellent customer support.
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#### **Contact Details**

Mobile: - 7879891780

Email Id: - jshriwas2@gmail.com

Skype Id: - jshriwas2

#### **Permanent Address**

H.no.2335, Near Bansal tile Shamshan road

Hazira, Gwalior [M.P.]

India

Pin-474003

#### **Personal Details:**

- Date of Birth : 20 Dec 1990
- Father's Name : Mr. Dharambir Singh
- Father occupation : Retd. Govt. employee
- Language : English, Hindi
- Hobbies & Interest : Listening to music
- Marital status : Married
- Nationality: : Indian

## **Career Objective:**

To be part of an organization where my skills would be utilized to my best capacity and I would be able to learn and excel at the same time.

## **Professional Qualification:-**

**B. Sc.** three-year degree course in **HOSPITALITY AND HOTELADMINISTRATION** from **I.H.M. GWALIOR** affiliated to, **NCHMCT, PUSA NEW DELHI**, under **Ministry of tourism, Govt. of India** in 2012.

## **Academic Qualification**

- 12<sup>th</sup> Passed from **CBSE** board in year 2008
- 10<sup>th</sup> Passed from **CBSE** board in year 2006

## **Experience :-( 11 Years): -**

- **Hotel: Park Inn by Radisson, Bilaspur Gurgaon.**
- **PMS : Opera**
- **Rooms : 96**
- **Time Period: 15 June 2023 Untill Now.**
- **Designation : Front Office Manager**
- **Job Responsibility :**
  - 1. Direct operations at the front desk and ensure customer service meets our high standards for guest satisfaction.
  - 2. Hire, train and supervise front office employees, ensuring they provide excellent guest services and enforce hotel policies.
  - 3. Interact with customers both in person and over the phone, assist with enquiries and mitigate any guest complaints.
  - 4. Handle the front desk budget and order office supplies as needed.
  - 5. Compile occupancy reports and financial information for the General Manager.
  - 6. Achieves and exceeds goals including performance goals, budget goals, team goals etc.
  - 7. Manages day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.
  - 8. Manages department controllable expenses to achieve or exceed budgeted goals.
  - 9. Ensures compliance with all Front Office policies, standards and procedures.

- **Hotel: Sarovar Portico, Sonipat.(Pre-Opening)**
- **PMS : IDS 7.0**
- **Rooms : 71**
- **Time Period: 18 November 2022 till 13/06/2023.**
- **Designation : Front Office Manager**
- **Job Responsibility :**
  10. Part of Pre-opening team.
  11. Direct operations at the front desk and ensure customer service meets our high standards for guest satisfaction.
  12. Hire, train and supervise front office employees, ensuring they provide excellent guest services and enforce hotel policies.
  13. Interact with customers both in person and over the phone, assist with enquiries and mitigate any guest complaints.
  14. Handle the front desk budget and order office supplies as needed.
  15. Compile occupancy reports and financial information for the General Manager.
  16. Achieves and exceeds goals including performance goals, budget goals, team goals etc.
  17. Manages day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.
  18. Manages department controllable expenses to achieve or exceed budgeted goals.
  19. Ensures compliance with all Front Office policies, standards and procedures.
- **Hotel : Justa Rajputana Resort and Convention Centre, Udaipur**
- **PMS : IDS 7.0**
- **Rooms : 54**
- **Time Period: 03 September 2021 to 17 November 2022.**
- **Designation : Front Office Manager**
- **Job Responsibility :**
  1. Encourages and builds mutual trust, respect, and cooperation among team members.
  2. Utilized interpersonal and communication skills to lead, influence, and encourage others; advocates sound financial/business decision making; demonstrates honesty/integrity; leads by example.
  3. Supervises and manages employees. Managing all day-to-day operations.

Understanding employee positions well enough to perform duties in employees' absence.

4. Responsible for maintaining budget reports with coordination with revenue department.
5. Establishes and maintains open, collaborative relationships with employees.
6. Monitoring and Supporting Progress Toward Guest Services and Front Desk Goals
7. Manages day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.
8. Develops specific goals and plans to prioritize, organize, and accomplish your work.
9. Handles complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
10. Strives to improve service performance.
11. Collaborates with the Front Office Manager on ways to continually improve departmental service.
12. Communicates a clear and consistent message regarding the Front Office goals to produce desired results.
13. Participates in the development and implementation of corrective action plans based on review of comment cards and guest satisfaction results.
14. Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement.
15. Ensuring Exceptional Customer Service
16. Provides services that are above and beyond for customer satisfaction and retention.
17. Improve service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.
18. Sets a positive example for guest relations.
19. Displayed outstanding hospitality skills.

- **Hotel : Radisson Varanasi**
- **Rooms : 116**
- **Time Period: 25 November 2019 to 01 May 2020**
- **Designation : Asst. Duty Manager**
- **Job Responsibility :**
  1. To develop the operating efficiency of the department by periodic counseling and meetings.
  2. Ensures highest level of guest satisfaction by providing within corporate standards, quality, guest services and amenities.
  3. Interacts with guests and individuals outside the hotel including, but not limited to, current and potential clients, owning company representatives, community leaders and government officials.
  4. Responsible for maintain budget reports with coordination with revenue department.
  5. Responsible for department trainings for revenue optimization.
  6. Working closely with the Rooms & Banquet Sales team to close all group leads.
  7. Responsible for the daily flawless operations in absence of Front Office Manager.

- **Hotel : Radisson Gwalior**
- **Rooms : 89**
- **Time Period: 1<sup>st</sup> November 2017 to 02<sup>nd</sup> November 2019.**
- **Designation : Duty Manager**
- **Job Responsibility :**
  1. Been a part of Pre-opening team.
  2. Ensuring 100% guest satisfaction.
  3. Introduced to all the major departments of the hotel.
  4. Key functioning of front desk and training of other sub departments.
  5. Received complete knowledge of Opera & Front Desk operations.
  6. Responsible for handling cash.
  7. Responsible for taking group check-ins.
  8. Responsible for timely & efficient delivery of guest needs and execution of operations in shifts.
  9. Accountable for effective management of front desk operations and Manning of shifts.

- **Hotel: Four Points by Sheraton, Ahmedabad**
- **Time Period : 05 July 2016 – 08 October 2017**
- **Designation : Front Office Executive**
- **Job Responsibility :**
  1. Ensuring 100% guest satisfaction.
  2. Managing timely & efficient delivery of guest needs and execution of operations in shifts.
  3. Accountable for effective management of front desk operations and manning of shifts.
  4. Responsible for making roasters and duty assignment of the staff and leave allotment.
  5. Responsible for designating people for generic training for the department depending on the training needs analysis.
  6. Follow-up with departmental heads / trainers ensuring an optimum level of performance of staff and monitoring the performance of the staff, and reporting the same.
  7. Initiated shift handover checklist and initiated new points to remove errors and have constant rechecks
  8. Responsible for smooth functioning of the Front Desk, Telephones, Concierge, Main porch.
  9. Taking regular staff briefings, supervising the day to day functioning of the front desk.
- **Hotel : Country Inn And Suites by Carlson, Sahibabad.**
- **Rooms : 216**
- **Time Period : 18 October 2014 – 30 June 2016**
- **Designation : Front Office Supervisor**
- **Job Responsibility :**
  1. Ensuring 100% guest satisfaction.
  2. Introduced to all the major departments of the hotel.
  3. Key functioning of front desk and training of other sub departments.
  4. Received complete knowledge of opera & Front Desk operations.
  5. Responsible for handling cash.
  6. Responsible for taking group check-ins.
  7. Responsible for timely & efficient delivery of guest needs and execution of operations in shifts.
  8. Accountable for effective management of front desk operations and Manning of shifts.

- **Hotel: Trident Agra.**
- **Rooms : 135**
- **Time Period : 08 November 2013 – 16 October 2014**
- **Designation : Front Office Assistant**
- **Job Responsibility :**
  1. Ensuring 100% guest satisfaction.
  2. Handling Check – in and check – outs.
  3. Prepared vip amenities vouchers.
  4. Introduced to all the major departments of the hotel.
  5. Key functioning of front desk and training of other sub departments.
  6. Received complete knowledge of opera & Front Desk operations.
  7. Responsible for handling cash.
  8. Responsible for taking group check-ins.
  9. Responsible for timely & efficient delivery of guest needs and execution of operations in shifts.
  10. Accountable for effective management of front desk operations.
- **Hotel : Mansingh Palace Agra.**
- **Rooms : 97**
- **Time Period : 01 June 2012 – 05 November 2013**
- **Designation : Hotel Operational Trainee**
- **Job Responsibility:**
  1. Hotels Inventory Management.
  2. Working closely with the Rooms & Banquet Sales team to close all group leads.
  3. Maximizing yield/revenue in complete tandem with the sales & marketing.
  4. Accountable for effective management of Reservations, Guest Relations, Front Desk operations and manning.
  5. Responsible for handling day to day reservations.
  6. Responsible for making FIT's & Group reservations in systems and sending confirmations.
  7. Responsible for designating people for generic training for the department depending on the training needs analysis.
  8. Follow-up with departmental heads / trainers ensuring an optimum level performance of staff and monitoring the performance of the staff, and reporting the same.

## **Reference**

Mr. Abhilash Menon  
General Manager  
Sarovar Premiere, Amritsar  
Mob - 9888066026.

**Date;**  
**Place:**

**[Jitender Shriwas]**