



A K DINU

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📅 14/09/1991
🚩 Indian
💍 Married
👤 Male

SUMMARY

With strong background in team leadership and operations management, I excel in fostering collaborative environments. My effective communication and problem-solving skills ensure seamless coordination across multiple locations. Driven by customer-focused approach, I build and maintain positive relationships, guaranteeing high standards of service delivery.

SKILLS

- Customer relationship management
- Regulatory compliance
- Vendor & Stake Holder management
- Constructive feedback delivery
- Knowledge of MS Office & MS Excel
- Knowledge of IDS Software& Opera Software
- Knowledge of Google Sheets & Doc

EXPERIENCE

December 2022 - Current
Cluster Manager Medifit Consultant Pvt Ltd | Working location at GOOGLE HYDERABAD

- Supervised daily fitness center operations ensuring efficiency.
- Monitored service quality, including fitness classes and customer service.
- Oversee staffing levels and schedules throughout the gym cluster.
- Supervised upkeep and acquisition of gym equipment.
- Ensured fitness centers adhered to health, safety, and regulatory standards.
- Conducted regular performance reviews and appraisals with Line Managers.
- Led by example to promote a positive work culture, encouraging teamwork, professionalism, and commitment to excellence among staff.
- Analysed customer complaints and feedback, implementing changes to improve the overall customer experience.
- Compile and organize detailed reports on daily gym use statistics.
- Scheduled roster for coaches and janitorial staff according to operational needs.
- Oversaw daily record-keeping for all gym personnel.
- Conducted regular assessments of operational efficiency and engagement.
- Utilized analytics tools to track key performance indicators (KPIs) and deliver insights to senior management.
- Ensure that the facilities maintain high standards of hygiene and cleanliness, particularly in high-touch areas like gym equipment, locker rooms, and washrooms.
- Coordinated with external vendors such as gym equipment, laundry, and housekeeping for seamless operations.
- Cultivated strong rapport with key facility stakeholders.
- Organized and managed fitness events , weekly briefing and conducting training to coaches and Janitorial staff

October 2021 - November 2022

Duty Manager Radisson Hitec city Hyderabad | HYDERABAD

- Responsible for receiving the guest happy and answering queries of the new guest and gives the correct information.
- Helps the guest for reservation if the guest has some problem and handling all guests and assigning.
- Greeting the VIP's in the hotel. This is directing by front office manager, which is specially performed and instructed.
- Responsible if the guest relation officer is absent he assist the VIP on the arriving and departure in the hotel.
- Training and motivating the staff for the work.
- Handling all the guest complaints and solve the problem very smoothly.
- Prepare the night reports and send to the GM and concerned HOD'S.
- Doing the night audit and complete the same in a smooth manner.

June 2018 - September 2021

Front Office Executive, Radisson Blu Hotel | BENGALURU

- Responsible for receiving the guest happy and answering queries of the new guest and gives the correct information.
- Helps the guest for reservation if the guest has some problem and handling all guests and assigning.
- Greeting the VIP's in the hotel. This is directing by front office manager, which is specially performed and instructed.
- Responsible if the guest relation officer is absent he assist the VIP on the arriving and departure in the hotel.
- Training and motivating the staff for the work.
- Handling all the guest complaints and solve the problem very smoothly.
- Handling the shift along in the absence of Duty manager.
- Prepare the night reports and send to the GM and concerned HOD'S.
- Doing the night audit and complete the same in a smooth manner

September 2017 - June 2018

Sr. Front Office Supervisor, Paul Hotels & Resorts | BENGALURU

- Greets, registers, and assigns rooms to guests.
- Issues room key to guest.
- Responsible for proper key control and other security measures.
- Answers telephone in absence of telephone operator.
- Transmits and receives telephone messages and sets up guests' wake-up calls.
- Date stamps, sorts, and racks incoming mail and messages.
- Answers inquiries
- and guests' accounts. Operates the front office computer system. pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions.
- Keep records of room availability Makes photocopies if needed.
- Computes bill, collects payment, and makes change for guests.
- Makes and confirms reservations.
- Posts charges such as room, food, liquor, or telephone, to guest folio.
- Makes restaurant, transportation, or entertainment reservations for guests
- Deposits guests' valuables in hotel safe or safe deposit box.
- Checks out guests and inquires about their stay.
- Promotes and supports Brand Voice and Brand initiatives such as Priority Clubs and Associate Programs.
- Actively builds awareness of the Brand to guests.
- Provides and ensures high-quality guest relations. Receives and resolves guest complaints in a manner consistent with company policy. Makes Manager on Duty aware of any guest complaints.
- Maintains the desired levels of quality assurance ratings, including guest comment cards, accounting audit and inspection scores.
- Confers and cooperates with other departments as needed to ensure coordination of activities.
- Works toward a 90% walk-in conversion rate goal.
- Ensures Inn compliance of all company policies and procedures.
- Adheres to all safety procedures and informs management of any unsafe conditions.
- Attends meetings and training as requested.

January 2015 - September 2017

Front Office Supervisor, The Chancery Pavillion | BENGALURU

- Greet the guest at all times in a friendly and helpful manner and attempt to learn and use the guest's name at every opportunity.
- Upon check-in ensure that the guest completes his registration card completely and legibly, and that the guest is assigned the type and rate indicated on the reservation.
- Accommodate guest special requests whenever possible, assist Pre-registration and room blocking whenever necessary.
- Stay Up to date on Room rates, Special Packages, Discounts and how to handle each.
- In case of walk-in, the guest should be sold the room at the highest possible rate.
- Being Knowledgeable of all the credit cards, and cashing policies, and how to handle cash properly and efficiently.
- Communicate with all the departments with proper communication channels, and through the communication form.
- Be thoroughly aware of the hotel reservation system and cancellation policy.
- Read and initial pass on logbook and front office bulletin board to keep updates and current.

December 2013 - December 2014

Front Office Associate, The Park Hotels | BENGALURU

- Handling inbound, outbound as well as corporate calls.
- Assist customers with high level of enthusiasm.
- Handling inter-department calls for smooth functioning of operations.
- Updating files and registers.
- Worked in a team to meet Organizational.

June 2013 - December 2013

On Job Trainee, Fortune Park JP Celestial, Member ITC'S Hotel | BENGALURU

- Handling inbound, outbound as well as corporate calls.
- Assist customers with high level of enthusiasm.
- Handling inter-department calls for smooth functioning of operations.
- Updating files and registers.
- Worked in a team meet Organizational.

EDUCATION

2013

Bachelor of HM & CT | Hotel Management
Pinnacle Institute of HM & CT, Hyderabad, TG

2009

12th

Kendriya Vidyalaya ODF, Hyderabad, TG

2007

10th

Kendriya Vidyalaya ODF, Hyderabad, TG

Master of Business Administration | Human Resources

Narsee Monjee Institute of Management Studies, Hyderabad, TG

LANGUAGES

English:

C1

Advanced

Malayalam:

B1

Intermediate

Telugu:

A1

Beginner

Hindi:

C1

Advanced

Tamil:

A1

Beginner

HOBBIES AND INTERESTS

- Listening Music
- Interactive with people
- Travelling

ACCOMPLISHMENTS

- Best Executive of the Quarter - 2022
- Best Job Trainee of the Month -2013