



# **PRAKASH BUNKAR**

**FRONT OFFICE MANAGER**

**ADDRESS :** 25, Village Jhallara, slumber Udaipur

**PHONE NO :** 7600548665, 8107077439

**EMAIL ID:** [prakash.bunkar@yahoo.com](mailto:prakash.bunkar@yahoo.com) /  
[bunkarsaab@gmail.com](mailto:bunkarsaab@gmail.com)

## **DESIGNATION SUMMARY**

Reporting to the general manager. Providing assistance, training, and supervision to front-office staff. Ensure that all customer-related duties are completed accurately and on time in order to improve the visitor experience. Customer complaints and special requests are handled. Scheduling staff shifts and other HR-related responsibilities.

## **MY DUTY AND RESPONSIBILITIES:**

- Keep the front desk clean, organized, and stocked with all necessary supplies.
- Greet, communicate with, and greeting visitors
- Checks arriving guests' registration cards and ensures that all information is filled out on each card, either by Guest Relation Officers or by the guests.
- In the absence of guest relations officers, assists with VIP arrivals and departures.
- Verifies that accurate room status information is maintained and properly communicated
- Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel.
- Reviews and completes credit limit report.
- Enforces all cash-handling, check-cashing, and credit policies.
- Wears the proper uniform at all times. Requires all front office employees to wear proper uniforms at all times.
- Upholds the hotel's commitment to hospitality.

- Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis, and simple configuration changes.
- Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests managers and other employees.
- Maintain an organized and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs.
- Perform other duties as requested by management.
- Monitor all V.I.P 's special guests and requests.

### **COMPUTER KNOWLEDGE:**

- Microsoft Excel
- Microsoft Office
- Microsoft Outlook
- Power Point
- Internet

### **SOFTWARE KNOWLEDGE:**

- 5.0 Opera Property Management System ➤ Winhms 6.o. ➤ IDS 6.o./7.o
- Hotelier
- Bloom Tech PMS
- Innkey

### **WORK EXPERIENCE:**

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**ORGANIZATION :** REGENTA CENTRAL, UDAIPUR

**DESIGNATION :** Front Office Manager

**JOINING DATE :** 25 January 2024 to till now.

**SOFTWARE :** IDS

**PROPERTY INVENTORY :** 52 ROOMS



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**ORGANIZATION :** The Fern Sattva Resort, Dwarka

**DESIGNATION :** Ass . Front Office Manager

**JOINING DATE :** 23 September 2022 to 17<sup>th</sup> January 2024

**SOFTWARE :** Innkey

**PROPERTY INVENTORY :** 81 ROOMS

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**ORGANIZATION :** Belvedere Golf and Country Club Ahmedabad

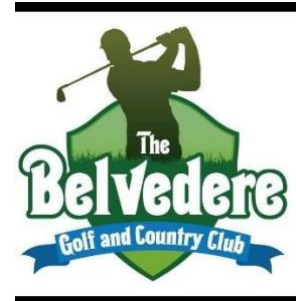
**DESIGNATION :** Duty Manager

**JOINING DATE :** 08<sup>th</sup> July 2021 till 22<sup>nd</sup> September 2022.

**SOFTWARE :** Winhms.6.0

**PROPERTY INVENTORY :** 55 ROOMS

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**ORGANIZATION :** Hotel Bloom Suites Ahmedabad

**DESIGNATION :** Duty Manager

**JOINING DATE :** 01<sup>st</sup> April 2021 to till 30<sup>th</sup> June 2021

**SOFTWARE :** Bloom Tech PMS

**PROPERTY INVENTORY :** 72 ROOMS

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**ORGANIZATION :** Marriott Groups of Hotel Aloft, Ahmadabad

**SOFTWARE :** 5.0 Opera Property Management System

**PROPERTY INVENTORY :** 176 Rooms

➤ **DESIGNATION :** Duty Manager

**JOINING DATE :** 10th Nov. 2018 to till 24<sup>th</sup> Dec. 2020



➤ **DESIGNATION :** Front Desk manager  
**JOINING DATE :** 10<sup>th</sup> July 2018 to till 03<sup>rd</sup> November 2018

➤ **DESIGNATION :** Front Office Tr. Duty Manager  
**JOINING DATE :** 01<sup>st</sup> April 2017 to 08<sup>th</sup> June 2018

➤ **DESIGNATION :** Front Office Executive  
**JOINING DATE :** 26<sup>th</sup> March 2016 to 31<sup>st</sup> March 2017

➤ **DESIGNATION :** Sr. Supervisor  
**JOINING DATE :** 23<sup>rd</sup> December 2014 to 26<sup>th</sup> March 2016

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**ORGANIZATION :** GOLDEN TULIP, Udaipur ,Rajasthan

**DESIGNATION :** Front Office supervisor

**JOINING DATE :** 19<sup>th</sup> November. 2013 to 07<sup>th</sup> December 2014

**SOFTWARE :** IDS 6.0

**PROPERTY INVENTORY :** 98 Rooms

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**ORGANIZATION :** Lebua Resort , Jaipur, Rajasthan

**DESIGNATION :** Senior Guest Service Associate

**JOINING DATE :** 10<sup>th</sup> December 2012 to 05<sup>th</sup> November 2013

**SOFTWARE :** Winhms. 4.0

**PROPERTY INVENTORY :** 63 Rooms



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**ORGANIZATION :** Sheraton Udaipur Palace Resort & Spa,Udaipur.

**DESIGNATION :** Guest Service Associate

**JOINING DATE :** 10<sup>th</sup> November 2011 to 08<sup>th</sup> December 2012.

**SOFTWARE :** 5.0 Opera Property Management System

**PROPERTY INVENTORY :** 250 Rooms



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**ORGANIZATION :** The Lalit Laxmi Vilas Palace, Udaipur, Rajasthan

**JOINING DATE :** 29<sup>th</sup> November 2010 to 08<sup>th</sup> November 2011.

**SOFTWARE :** 5.0 Opera Property Management System

**PROPERTY INVENTORY :** 55 Rooms



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**DESIGNATION :** Guest Service Associate

## **TRAINING EXPERIENCE:**

- 8 Month Job training in the hotel on 29 March 2010 to 29 November 2010,with THE LALIT LAXMI VILAS PALACE, Udaipur in Front Office Department.
- 6 Month industrial training in the hotel on Dt.05 August 2009 to 31 January 2010 with RADISSON PALZA RESORT & SPA, Udaipur in Front Office department & Bell Desk.

## **ACADEMIC QUALIFICATION:**

Examination	Board/ University	Year of Passing

<b>Diploma in front office Department Hotel Management</b>	Food craft institute udiapur,rajasthan	2009
<b>Bachelor Of Arts</b>	MLS University Udaipur, Rajasthan	2008
<b>H.S.S.E.</b>	Board of Secondary Education, Rajasthan	2005
<b>S.S.E.</b>	Board of Secondary Education, Rajasthan	2003

**LANGUAGE KNOWN:**

- English
- Hindi
- Gujarati

**PERSONAL DETAILS:**

- Father Name : Mr. Shankar Lal Bunkar
- Mother Name: Mrs. Ramu Devi Bunkar
- Date Of Birth: 28 August 1987
- Sex :Male
- Marital :Unmarried
- Hobbies: Books Reading, Writing,Painting & Bike Raiding, Car Driving.

**DATE :**

**SIGNATURE**

