



## Rathin Dutta

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### Personal Statement: -

To add value to the organization by surpassing the expected, promoting and maintaining the highest level of integrity and professionalism, in the accomplishment of my duties, goals and responsibilities. Recognized as a self-motivated, personable team member who interacts effectively with all cultures and at all levels of management in order to deliver results under pressure and garner job satisfaction in the process of learning and exceeding targets.

### Skills: -

- ❖ PROTEL
- ❖ EXCEED
- ❖ OPERA
- ❖ IDS

### Professional Experience: -

- ❖ Completed six Month Industrial training in Front Office Department with the Acacia Hotel and Spa Goa from 11<sup>th</sup> august 2017 to 6 February 2018.
- ❖ Completed 2 Month OJT in Front Office Department with The Acacia Hotel and Spa Goa from 7 February 2018 to 31 March 2018.
- ❖ Worked as a Front Office Associate with Citrus Hotel Bangalore from 1<sup>st</sup> April 2018 to 12<sup>th</sup> August 2019.

- ❖ Worked as a Tr. Front Office Supervisor with The Golden Palms Hotel & Spa Bangalore from 16<sup>th</sup> August 2019 to 12<sup>th</sup> February 2021.
- ❖ Worked as a Front Office Executive position in Hotel Jiva Jamshedpur from 22<sup>nd</sup> March 2021 to 08<sup>th</sup> March 2022.
- ❖ Worked as an Assistant Manager Front Office with ITC Fortune Park Panchwati Kolkata from 21<sup>st</sup> March 2022 28<sup>th</sup> March 2023.
- ❖ Worked as an Assistant Manager with Radisson Blu Jaipur from 4<sup>th</sup> April 2023 to 25<sup>th</sup> May 2024.
- ❖ Currently working as a Duty Manager with Radisson Individuals Dhanbad from 3<sup>rd</sup> Jun to till Now.

#### **Job Profile- Front Office Assistant**

- ❖ Answer incoming calls.
- ❖ Provide high quality guest service ensuring a safe, clean, comfortable and welcoming Atmosphere.
- ❖ Attend to Guest warmly, cleaning check in / out.
- ❖ Handle guest enquiries, feedback, complaints, requests ensure customers satisfactions and memorable.
- ❖ Coordinate with maintenance, housekeeping, room service, and travel desk and entertainment division for guest & room maintenance.
- ❖ Take Reservations, modify or cancel as the requirement may be.
- ❖ Escort guests to and from their if required & assist in carrying their luggage.
- ❖ Post room charges & tax to guest account.
- ❖ Prepare a summary of cash, cheques, credit card activities and summary of result of operations for management.
- ❖ Balance departmental totals and cash at close of the day.
- ❖ Take departmental readings at the beginning of the day.
- ❖ Complete guest checks in and checkout procedures.
- ❖ Personally, and frequently verifies that guests in his operation are receiving the best possible service available
- ❖ Prepare and report guests with High Balance to the attention of the Frontoffice Manager
- ❖ EDC machine Summary, Detail, Settlement & Terminal Stats report Pre Auth-Refund, Void.

**❖ Job Profile- Front Office Supervisor**

- ❖ Schedules himself to be on the front during peak operation hours, checking on standards of services, and cleanliness, is greeting and assist in the check in guests and escorts VIP guest to the room.
- ❖ Supervised the team in delivering world-class customer service and building customer satisfaction and loyalty.
- ❖ Oversee and supervise all duties performed by all Front Office employees.
- ❖ Ensure that all Front Office employees complete their essential duties before their departure.
- ❖ Ensure accuracy of groups, rooming lists, billing, amenities, arrivals, etc.
- ❖ Greeted, registered, and assigned rooms to guests.
- ❖ Handling guest complaints, finding constructive solutions, and ensuring optimum guests' satisfaction on co-ordination with the Duty Manager.
- ❖ Carrying out night audit, check if all registers are maintained.

**Job Profile- Front Office Executive**

- ❖ Allocation of rooms as per booking vouchers.
- ❖ Meeting guest at departure, issuing pending bills, collection of cash and getting feedback about their stay.
- ❖ To attend all briefings and meetings as requested and necessary.
- ❖ Handling guest complaints and queries, finding solutions in the best interest of the guest.
- ❖ Cross checking cash closing of associates and checking that all Guest profiles are updated correctly.
- ❖ A proper shift handover, which includes a follow up with all departments regarding any guest issues and feedback.
- ❖ To control the preparation of room occupancy forecast on daily, weekly and monthly Basis.

### **Job Profile- Front Office Assistant Manager**

- ❖ Ensure Smooth operation in Department.
- ❖ Attending Morning Meeting in Absent of Front Office Manager.
- ❖ Do frequent rounds of all the areas of the front office like business center, swimming pool, and fitness center and randomly check the records maintained.
- ❖ To meet all Fortune Club, VIP's guests on arrival at the portico and escort them to the reception counter. Whenever possible in room check in to be done for these guests.
- ❖ To review reservation forecast and plan for sold out days, high occupancy.
- ❖ Go through all the reports - arrival, departure, VIP movement, Airport pick up report,etc.
- ❖ Be aware of yesterday's statistics and expected closing and house position for the day.
- ❖ Ensure GM Welcome letters, special amenities are placed prior to arrival time of the guests
- ❖ Follow up on the billing queries/bills on hold.
- ❖ To ensure that all guests are escorted to the room and do a proper room orientation done.
- ❖ Check scanty baggage report and action accordingly
- ❖ Check the signed and updated registration cards for the arrivals of the day. Check if the C-form is complied with accordance to the local laws along with the Arrival and Departure Register.
- ❖ Ensure all the departing guests are met and feedback captured and recorded and the same communicated to the concerned departments wherever needed.
- ❖ Ensure all complaints, incidents etc. are recorded in the DM Log Book and informed to the higher authority.
- ❖ Conducting Training & maintaining records.

**Education: -**

- ❖ BIHM West Bengal, 2016 To 2017 Diploma in (Hotel management)
- ❖ HSC, March 2016
- ❖ SSC, February 2014

**Personal Traits: -**

- ❖ Dedicated and hardworking
- ❖ Ability to motivate and excel as a team
- ❖ Always willing to learn- career oriented learning
- ❖ Good in presentation & communication skills.

**Personal Details**

Date of Birth	:	26.06.1998
Marital Status	:	Single
Nationality	:	Indian
Religion	:	Hindu
Language known	:	English, Hindi, Bengali
Hobbies & Interest	:	Playing Cricket.
Fathers Name	:	Mr. Falguni Dutta

**Declaration:** I hereby declare that the information mentioned above is true to the best of my knowledge and belief.

**Rathin Dutta.**