

## Personal Profile

### Permanent Address:

Address-Nawagarh,Lala Bari  
P.O-Kharkharee, P.S-  
Madhuban Dhanbad,  
Jharkhand.-828125

Email –  
[aakashlala376@gmail.com](mailto:aakashlala376@gmail.com)  
Contact: (+91) 7563824487

### Personal data:

Date of Birth : 02.02.1996  
Religion : Hindu  
Marital Status : Married  
Father's Name : Mr.Anand  
Lala  
Nationality : Indian

### Languages Known:

English, Hindi, Bengali, Odia,  
Urdu, Bhojpuri, Khortha

### CERTIFICATION

**\*1<sup>st</sup> Class Graduated with  
IGNOU University in 2016**

**\*Higher Secondary from  
D.A.V. +02 High School,  
Katrashgarh in 2012.**

**\*Secondary Examination  
Passed from J.A.C, Ranchi in  
2010**

### Technical Qualifications

\*Diploma in Computer  
Application.  
\*Internet & MS Office  
\*Outlook & Zimbra  
\*Siebel & Oracle  
\*IDS (V6.3, V6.5)  
\*Wish Express Software  
\*Exceed Hotel Management  
Software  
\*WIN HMS (V7.06)



## Aakash Lala

## Curriculum Vitae

### Carrier Objective:

Experienced Front Office Manager working as an Cluster Operation Manager having 10 years of experience in the hospitality industry looking to grow my credentials with a focus on luxury brand service and hotel operations. I wish to obtain a leading role with an organization that shares my vision and passion for customer service and that is invested in my growth and development within the company.

### Work Profile

Company : VIVIDUS, BANGALORE  
Designation: CLUSTER OPERATION MANAGER IN MYSPACE GROUP OF HOTELS (A UNIT OF GD GROUP OF HOTELS)  
Location : BANGALORE, KARNATAKA  
Duration : FROM OCTOBER 2023 TILL CONTINUE

Company : THE WEDDING BELLS HOTELS & RESORTS, DHANBAD  
Designation: FRONT OFFICE MANAGER CUM BANQUET SALES & OPERATION MANAGER  
Location : DHANBAD, JHARKHAND  
Duration : FROM NOVEMBER 2021 TO OCTOBER 2023

Company : HOTEL RAINDEW, RANCHI  
Designation: FRONT OFFICE EXECUTIVE  
Location : RANCHI, JHARKHAND  
Duration : FROM MARCH 2021 TO NOVEMBER 2021

Company : ITC FORTUNE PARK CENTRE POINT, JAMSHEDPUR  
Designation: FRONT OFFICE SUPERVISOR  
Location : JAMSHEDPUR, JHARKHAND  
Duration : FROM DECEMBER 2018 TO MARCH 2021

Company : SONOTEL HOTELS & RESORTS PVT. LTD.  
Designation: FRONT OFFICE ASSISTANT  
Location : DHANBAD, JHARKHAND  
Duration : FROM JULY 2016 TO DECEMBER 2018

Company : UTKAL CONTINENTAL, JHARSUGUDA  
Designation: FRONT OFFICE ASSISTANT  
Location : JHARSUGUDA, ODISHA  
Duration : FROM MAR 2014 MAR 2016

## **Job Responsibilities**

- Ensure that each department delivers a consistently high standard of guest service. Also, achieve business objectives and maximize the profitability of all outlets. Maintain effective cost controls in all areas.
- Plan and direct the hotel main operations including quality, standards, cleanliness, guest satisfaction.
- Promote a culture of excellence in guest care through a warm welcome and a desire to exceed expectations.
- Work alongside all HODs to ensure the smooth running of the day-to-day operations.
- Conduct regular operations meeting with all HODs to discuss routine operational matters, departmental performance targets and guest feedback.
- Be responsible for maximizing profit through the consistent delivery of the highest standard of service.
- Ensure consistent implementation and review of SOPs throughout all Departments.
- Be responsible for all the day-to-day queries, complaints or problems that arise in the hotel
- Liaise daily with the GM and M&E Manager to forecast Hotel business on a weekly basis and plan accordingly.
- Carry out Duty Management shifts as required.
- Conduct regular fire walks and Health & Safety audits.
- Promote a positive employee relations culture through effective communication and regular team meetings.
- Carry out regular inspections of all departments in the areas of guest service delivery, cleanliness, presentation, service delivery, employee presentation and grooming.
- Monitor the purchase / indent / requisitions of each department, the accounts receivable (collection from debtors) and the accounts payable (payable to the vendors / suppliers etc).
- Randomly inspecting the stores (F&B / Kitchen) to check the stock in hand (quality, par stock levels, expiry etc.) with the F & B Manager & Chef.
- Dealing with Suppliers / Vendors for quality products involving Purchase Manager and providing performance assessment of vendors every quarter to HO Purchase.
- Identifying staff learning needs and assisting with development.
- Conduct weekly / Daily meeting with marketing people for enquiry & follow up & conversion to grow up the business.
- Monitor and maintain operation & overhead cost in order to maintain maximum revenue to the organization.
- Be on available on call 24 hours a day to resolve any urgent problems on emergencies.
- Responsible for overall Front Office as well as Banquet Sales & Operation.
- Handling room reservation over call, E-mail, OTA's and different MO's & RMO's.
- Monitor guest Check-in, Check-out and Guest query handling with daily DSR reports.
- Day-to-day focus is on resolution of complex problems or transactions, where expertise is required to interpret against policies, guidelines or processes
- Assist Front Desk Agents with daily shift Audit and ensure all audits are correct.
- Handling all Banquet Bookings related to Birthdays, Anniversaries, Engagements and others social and corporate events.
- Ensure high level of customer service is maintained at all times by all Front Desk Staffs.
- Assist guests with all their complaints, questions and queries. Ensure high level of guest satisfaction all the time.
- Keeping a safe and clean reception area by complying with procedures, rules and regulations.

- Maintaining duty roster of all Front Office Personnel. Ensure proper training & monitoring of all colleagues by following departmental SOP.
- Responsible for adherence to all statutory requirements such as C-Forms, Police Reports, Arrival and departure reports, Night audit reports and MTD & YTD reports. Negotiating deals and maintaining customer satisfaction.
- Ensure guest Privacy, Safety & Security by following procedures, monitoring logbook and issuing visitor badges at all times within hotel premises. Trouble shoots all guest issues and problems.
- Maintain Comp set and work towards increasing Trip advisor satisfaction score as per MD & UGM directions.
- Maximize room revenue and occupancy by reviewing status daily. Accurate room inventory to achieve desired profitability.
- Handling OTA's. Ensure rates and inventory are maintained on channel manager & all online channels as per hotel's service design.
- Responsible for enrolling new Club ITC Enrollments and to provide the guests to their Club ITC loyalty reward points after the check-out of the guest.

## Soft Key Skills

- Technological Savvy.
- Financial Literacy.
- Good communication skills.
- Good leadership quality.
- Motivating power.
- Decision making & problem solving.
- Presentation Skills.
- Energy Level.
- Negotiation.
- Creativity.
- Strong will power.
- Good time management skills.

## Strengths

- Ability to work in a team with diverse backgrounds.
- Strong commitment to quality.
- Determination, dedication and discipline
- Willing to adapt to new opportunities and challenges.
- Flexible with working hours as per requirements.
- Fast learner. Adept well to changes and pressures in workplace.
- Ability to handle all types of Group Arrivals (Marriage, Corporate & Foreign Arrivals)
- Ability to handle in firefighting and medical requirements.
- Anytime to handle, F.O, F&B & Housekeeping operations in tough times.
- Well personal bonding with corporate clients.

## **Achievements:**

- Recognized as the welcome face of ITC Fortune Park Centre Point, Jamshedpur.
- Recognized as Best Employee of the Month in ITC Fortune Park Centre Point, Jamshedpur.
- Rewarded by recognizing maximum times by the guest in Trip Advisor & in QMS.
- Appreciated by the Unit General Manager in ITC Fortune LinkedIn Group' for delivering outstanding performance during Covid-19
- Handled successfully VVIP group arrivals of ISL Football Teams, Miltrac Internationals, Wedding & Corporates Group, Foreign Group Arrivals.
- Got promoted as a Cluster Operation Manager while working on a same organization.

## **Declaration:**

I hereby declare that the above information is true and correct to the best of my knowledge.

Aakash Lala