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CORE COMPETENCIES

Communication

Team Building

Team Leadership

Hospitality & Management

Sales & Marketing

Property Management System

(PMS) MS: Excel, Word, PowerPoint

LANGUAGES

English, Hindi, Bengali

EDUCATION

Diploma in Tourism Indira

Gandhi National Open

University 2015, Kolkata

Bachelor in Science Institute of
Hotel Management Catering
Technology & Applied Nutrition
2015, Kolkata, West Bengal

Higher Secondary Education
Army Public School, Kolkata

ARPAN KUMAR ADHIKARI

Outgoing and autonomous Duty Manager, skilled in providing excellent customer service, managing all aspects of the Front Office, and training, supervising new staff. Possesses well-developed communication skills, the ability to work under pressure, and excellent time management skills. Presently looking for Assistant Front Office Manager position with a modern firm.

WORK EXPERIENCE

Duty Manager, The Leela Palace Jaipur, Mar 2023-Present

Duty Manager, The Leela Palace Bengaluru, Jul 2021-Aug 2022

Front Office Executive (Acting Duty Manager), The Leela
Palace Bengaluru ,March 2018-June 2021

Front Office Supervisor, The Leela Palace Bengaluru,
Nov 2016-March 2018

Front Office Associate, The Leela Palace Bengaluru,
June 2015-Nov2016

HONORS & AWARDS

- Awarded for the trainer of the month and quarter (2020 - 2019)
- Awarded for the Employee of the Month (2018)
- Awarded for the Up seller of the month, quarter and year (2016 - 2017)
- Awarded for the Employee of the Month (2016)
- Awarded Certificate of Excellence for contribution in food and beverage operations during the training period.

KEY RESPONSIBILITIES

- Contributed in achieving a monthly revenue target of INR 18 lakhs.
- Developed SDP (Supervisor Development Program) questionnaires for aspiring supervisors.
- Designed incentive programs to enhance the Front Desk team's sales and customer satisfaction ratings.
- Managed and oversaw The Royal Club for affluent visitors.
- In charge of procuring supplies, monitoring monthly inventory, and disciplining and training all associates.
- Overseeing room assignments, billing, and master sheets for leisure/wedding groups and large corporate groups (coordination with superiors and sales managers).