

# Rudra Aabhishek

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## OBJECTIVE

To organize the skills & knowledge attained through learning and experiences, coupled with managerial skills, so as to prosper and progress continuously in a challenging & competitive environment of the industry.

## EXPERIENCE

Jan 24 – Till Date

### **Country Inn Premier Vrindavan (A Unit of Espire Hospitality Group)** ***Operations Manager***

- Oversee daily hotel operations, ensuring smooth and efficient functioning across all departments, including front desk, housekeeping, food & beverage, and maintenance. Lead the team and take care of the entire department.
- Manage and train staff, fostering a positive and productive work environment while ensuring adherence to service standards and operational procedures.
- Monitor and improve guest satisfaction levels by addressing complaints, ensuring timely responses to inquiries, and implementing improvements based on feedback.
- Track operational expenses, and implement cost-control strategies to meet financial objectives without compromising service quality.
- Implement and maintain operational policies, safety procedures, and compliance with health and safety regulations.
- Conduct regular audits of hotel facilities, rooms, and services to ensure quality standards are met and identify areas for improvement.
- Develop and implement marketing and promotional strategies to drive hotel occupancy and revenue growth.
- Collaborate with other departments (e.g., sales, marketing, events) to coordinate services and maximize operational efficiency.
- Monitor inventory levels and procurement of supplies, ensuring cost-effective purchasing and avoiding stock shortages.
- Handle guest reservations, special requests, and VIP arrangements, ensuring exceptional service delivery.
- Prepare detailed performance reports, analyzing operational performance and making recommendations for operational improvements.
- Oversee the hotel's online reputation, responding to reviews and managing social media interactions.
- Coordinate and support in-house events, conferences, and special functions, ensuring smooth event execution.
- Ensure compliance with all local, state, and federal regulations, including licensing and environmental requirements.
- Drive staff engagement and performance through regular coaching, evaluations, and providing opportunities for career growth and development.

APR 23 – Dec 23

**Icon Premier Hotel by Bhagini, Bangalore**

***Front Office Manager***

- Check the Night Audit Reports in morning.
- Lead the team and take care of the entire department.
- Report directly to and communicates with the General Manager on all pertinent matters affecting guest service and hotel operations
- Co-ordinate with all the Department's Heads for smooth Operations.
- Provide functional assistance and direction to all departments
- Cooperate, coordinate and communicate with other hotel departments as required
- React to situations to ensure guests receive prompt attention and personal recognition throughout the hotel
- Respond to guest needs and resolves related problems
  
- Supervise and direct Reception and Reservations personnel
- Support and assist Front Office personnel and all departments at peak periods
  
- Ensure VIPs and priority club guests receive special attention
- Assist Guest Relations in greeting, rooming, and sending off VIP guests
- Monitor appropriate standards of conduct, uniform, hygiene, and appearance of staff
- Provide input for Front Office meetings

NOV 22 – MAR 23

**Bloom Boutique Amritsar**

***Asst. Front Office Manager***

- Lead the team and take care of the entire department.
- Check the Night Audit Reports in morning.
- Report directly to and communicates with the General Manager on all pertinent matters affecting guest service and hotel operations
- Co-ordinate with all the Department's Heads for smooth Operations.
- Provide functional assistance and direction to all departments
- Cooperate, coordinate and communicate with other hotel departments as required
- React to situations to ensure guests receive prompt attention and personal recognition throughout the hotel
- Respond to guest needs and resolves related problems
- Supervise and direct Reception and Reservations personnel
- Support and assist Front Office personnel and all departments at peak periods
- Ensure VIPs and priority club guests receive special attention
- Assist Guest Relations in greeting, rooming, and sending off VIP guests
- Monitor appropriate standards of conduct, uniform, hygiene, and appearance of staff
- Provide input for Front Office meetings
- Promote inter-hotel sales and in-house facilities

FEB 22 – NOV 22

## **Shiv Vilas Resorts Pvt Ltd Jaipur**

### ***Duty Manager***

- Perform other duties as assigned by the Front Office Manager.
- Do the Night audit and Rate check for all the in house guest
- Report directly to and communicates with the Front Office Manager on all pertinent matters affecting guest service and hotel operations
- Provide functional assistance and direction to all departments
- Cooperate, coordinate and communicate with other hotel departments as required
- React to situations to ensure guests receive prompt attention and personal recognition throughout the hotel
- Respond to guest needs and resolves related problems
- Supervise and direct Reception and Reservations personnel
- Support and assist Front Office personnel and all departments at peak periods
- Ensure VIPs and priority club guests receive special attention
- Assist Guest Relations in greeting, rooming, and sending off VIP guests
- Monitor appropriate standards of conduct, uniform, hygiene, and appearance of staff
- Provide input for Front Office meetings
- Promote inter-hotel sales and in-house facilities
- Check billing instructions and monitors guest credit
- Analyze and approve discounts and rebates
- Analyze the rate variance report to ensure rooms revenue control
- Take action with the Property Management Systems (PMS) in emergency situation
- Fully conversant with all hotel emergency procedures
- *Knows for proven results in all my ex organizations where ever worked.*

SEP'20 – JAN'22

## **The Cabbana Resort & Spa Jalandhar**

### ***Duty Manager***

- To assist in maintaining and/or develop agreed operating procedures involved in the Front Office and to ensure all Front Office employees adhere to the correct procedures as laid down in the operating manuals.
- Do the Night audit and Rate check for all the in house guest
- To ensure a smooth and efficient running of the Hotel operation, ensuring that all hotel guests and visitors receive an optimum level of service and care at all times
- To use discretion and tact when dealing with guest inquiries, problems, or complaints in an efficient and professional manner without detriment to the Hotel and/or its reputation
- Drive improvement in guest satisfaction goals. Collaborate with hotel team members to establish and implement services and programs that meet or exceed guest expectations
- To set a high example in regard to punctuality, appearance, courtesy, performance, attitude, leadership, guest relations, observance of the house rules, loyalty to Management, and interdepartmental co-operation
- Ensure own productivity and that of the team on a day-to-day basis by planning and assigning work and establishing performance and development goals as set by the GSL
- Contribute to overall operational efficiency by performing relevant duties as assigned
- Use your supervision skills efficiently to encourage and motivate staff
- Monitor guest service personnel constantly, ensuring that at all times maximum guest satisfaction is being achieved through guest recognition and prompt cordial attention

**DEC'17 – MAR'20**

*Sr. Front Office Executive*

- Misaki Hotel Faridabad**  
*Front Office Supervisor*

**APRIL'15- JUNE'16**

### *Front Office Associate*

- Reporting to Duty Manager, Responsible for handling front desk operation also involved with the reservation and concierge.
- Handling through the guest complaints in accordance with “YES I CAN”
- Up selling of the Rooms as well as all the promotions running in hotel
- Good hand on the IDS Software latest version
- Handling the front desk area with confidence for prompt service and guest satisfaction
- Responsible for co-ordination of day-to-day Front Desk activities
- Responsible for the Front Desk and Lobby set up
- Maintaining the par-stock of the department

PROFESSIONAL EDUCATION	
2016–2019	<b>Babasaheb Bhimrao Ambedkar University(BRABU)</b> MUZAFFARPUR, INDIA ➤ Graduate in English.
COMPUTER PROFICIENCY	
➤ Ms-Office ➤ Proficient knowledge of internet. ➤ Property Management System: - IDS, Aathiya(Dataman) and Champagne	
ACHIEVEMENTS AND AWARDS	
➤ Continue to get excellent feedback by the Guest on Trip Advisor at all the hotels I have worked. ➤ 4 Times Employee of the month	
LANGUAGE PROFICIENCY	
➤ English ➤ Hindi	
PERSONAL DETAILS	
Date Of Birth Father's Name Marital Status Area of Interest	➤ 30 <sup>th</sup> Jul 1997 ➤ Mr. Abhay Kumar Jha ➤ Single ➤ Front Office

**Rudra Aabhishek**