



SATISH KUMAR

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05-12-1995

OBJECTIVE

(1). Seeking a challenging but rewarding position where I can use my education in Hotel Management and experience with new hotel development to supervise a growing team while ensuring customer satisfaction."

(2). To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

SKILLS

- Front Office Operation
- 1 . Inventory & Rate Management
- 2 . New account development
- 3. staff scheduling.
- 4 . Self motivated with positive thinking,
- 5 . Attending customers with a smile.

Software

- 1 . SynXis (To update inventory /Channel Manager)
2. Review Pro (Customer Intelligence)
3. Sabre (GDS Platform)
- 4.OTA Insight extranet (Business Intelligence)
5. S.A.R.A (A Hotel Operation Platform)
6. Marsha
7. Medallia

PMS

- 1 . Ids (6.5)
- 2 . Lucid
- 3 . Winhms
4. Opera

Skills

- 1 .Communication.
- 2 .Teamwork.
- 3 .Creativity.
- 4 .Problem- solving.
- 5 .Leadership.

EXPERIENCE

**31st Jan-2024 -
till date**

Le Meridien Goa, (Marriott International)

Assistant Manager - Front Office

1. Overseeing daily operations, ensuring employee productivity, monitoring efficiency of all processes and creating a positive work environment for employees. Meet regularly with the guest and upper management to stay up-to-date with organizational changes, issues and improvements.
2. Controls expenses of front office department. Maintains a personalized service standard of the reception by constant training and motivation of the team members. Liaise closely with Housekeeping to ensure that optimum number of room / suites are available and all incoming guests requirements are met.
3. Monitoring employee productivity and providing constructive feedback and coaching.
4. Interviewing candidates and training for new staff.
5. Creating work schedules and rotas.
6. Need to take daily staff daily briefing and training.

**May-2024 -
January-2024**

Oakwood Premier Prestige Bangalore

Duty Manager

1. Overseeing daily operations, ensuring employee productivity, monitoring efficiency of all processes and creating a positive work environment for employees. Meet regularly with the guest and upper management to stay up-to-date with organizational changes, issues and improvements.
2. Controls expenses of front office department. Maintains a personalized service standard of the reception by constant training and motivation of the team members. Liaise closely with Housekeeping to ensure that optimum number of room / suites are available and all incoming guests requirements are met.
3. Monitoring employee productivity and providing constructive feedback and coaching.
4. Interviewing candidates and training for new staff.
5. Creating work schedules and rotas.
6. Need to take daily staff daily briefing and training.

**March -2022 -
April -2023**

Oakwood Premier Prestige Bangalore

Front Office Executive

1. Greeting and welcoming guests, receiving and delivering all incoming and outgoing mail and packages, answering all calls and directing as needed, scheduling meetings,
2. Perform all check-in and check-out tasks and manage and phone reservations.
3. Welcome guests upon their arrival.
4. Inform guests about the availability of tables and direct them to the tables. Keep records of guests who visit the restaurant. Assist customers with answers to queries, and proffer solutions to issues within your capacity.
5. Prepare guest invoices,collects payment, and makes change for guests. Makes and confirm reservations. Posts charges such as room, food, liquor, or telephone, to guest folio. Deposits guests' valuables in hotel safe or safe deposit.

6. Decision Making
7. Adaptability.
8. Openness .

LANGUAGE

- English
- Hindi
- Pahari

December -2018 - **Ramada by encore Wyndham Bangalore**

February -2022

Front Office Supervisor

1. Greeting and welcoming guests, receiving and delivering all incoming and outgoing mail and packages, answering all calls and directing as needed, scheduling meetings,
2. Perform all check-in and check-out tasks and manage and phone reservations.
3. Welcome guests upon their arrival.
4. Inform guests about the availability of tables and direct them to the tables. Keep records of guests who visit the restaurant. Assist customers with answers to queries, and proffer solutions to issues within your capacity.
5. Prepare guest invoices, collect payment, and make change for guests. Make and confirm reservations. Post charges such as room, food, liquor, or telephone, to guest folio. Deposit guests' valuables in hotel safe or safe deposit.

October -2016 - **The Monarch Luxur Bangalore**

December -2018

Guest Service Associate

1. Greeting and directing guests, managing and check-outs, and providing assistance to guests. Ensure customer service standards are met and ensure the guests have a positive experience.
2. Responds to all guest requests, concerns, or problems.
3. Handling service issues and customer complaints.
4. Responds in a professional and courteous manner to arriving, departing and in-house guests by providing accurate and timely information and services.

October -2015 - **Royal Orchid Central Bangalore**

October -2016

Guest Service Associate

1. Perform all check-in and check-out tasks.
2. Manage online and phone reservations. Inform customers about payment methods and verify their credit card data.
3. Register guests collecting necessary information (like contact details and exact dates of their stay)
4. Welcome guests upon their arrival and assign rooms.
5. Provide information about our hotel, available rooms, rates and amenities.
6. Respond to clients' complaints in a timely and professional manner.

EDUCATION

2012

Himachal Pradesh board of Dharamshala

Matriculation

52%

2014

Himachal Pradesh board of Dharamshala

Higher Secondary in Arts Stream

50%

2015

Bharat Institute of Hotel Management Dharamshala (H.P)

Bachelor of Hotel Management

68%

ACHIEVEMENTS & AWARDS

ACHIEVEMENTS & AWARDS

- (1) Awarded as an employee of the month "By Royal Orchid Central Bangalore.
- (2) Awarded as an employee of the month "by Monarch Luxur Hotel,
- (3) Awarded as an employee of the month "multiple times by Ramada By Wyndham Bangalore.

(4) Awarded as a associate of the month “ multiple times by Oakwood Premier Prestige Bangalore.

EXTRA CURRICULAR ACHIEVEMENTS

(1) Completed 06 Months of industrial training from the pride sun village resort & Spa Goa (year - 2015)

(2) Attend all the Odc provided by the collage.

DECLARATIONS

I hereby declare that the information given by me in the application is true, complete and correct to the best of my knowledge and belief and that nothing has been concealed or distorted.

Yours faithfully'.

Satish Kumar