

Vatsal Joshi

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Location: India



Summary

Result -driven Front Office Manager with over 10 years of experience in the hospitality industry.

Expert in leading front office operations, optimizing guest satisfaction, and enhancing operational efficiency. Skilled in strategic planning, team building, and financial management. Proven track record in achieving high brand standard scores and improving guest satisfaction. Strong leader focused on developing high-performance teams and driving revenue growth. Seeking to leverage expertise to contribute to a dynamic hospitality organization.

Work Experience

Front Office Manager

The Ummed Ahmedabad

June 2023 - Jan 2024

Ahmedabad, GJ, India

- Led the front office team, ensuring seamless operations and exceptional guest experiences.
 - Developed and implemented strategies to improve guest satisfaction scores and operational efficiency.
 - Managed departmental budgets, forecasted financial needs, and ensured profitability.
 - Coordinated with other departments to ensure cohesive and smooth hotel operations.
 - Conducted regular training sessions to enhance team skills and performance.
 - Executed the Manager on Duty role as scheduled to meet business demands, ensuring operational excellence and guest satisfaction.
 - Looked after spa operations, focusing on increasing revenue and enhancing guest experiences.
 - Resolved guest complaints promptly, ensuring high levels of guest satisfaction and loyalty.
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Assistant Front Office Manager - HOD*Westin Pushkar Resort & Spa**Nov 2021 - Apr 2022**Pushkar, RJ, India*

- Directed a team of 13, achieving a 100% score in the Brand Standard Audit for Front Office (2022).
- Set and monitored targets to meet guest satisfaction and financial objectives.
- Managed departmental expenses, ensuring cost control and profitability.
- Conducted weekly guest voice meetings and participated in executive briefings.
- Carried out MOD duties as scheduled, addressing operational needs and guest concerns efficiently.

Assistant Front Office Manager - HOD*Fairfield by Marriott Goa, Benaulim**Feb 2021 - Oct 2021**Benaulim, South Goa*

- Led the pre-opening setup of PMS Opera (5.6v) and the Guest Experience platform.
- Managed a team of 9, driving guest satisfaction through Medallia and social media platforms.
- Ensured returning business by maintaining strong guest relationships.
- Acted as Manager on Duty, adapting to operational needs and ensuring guest satisfaction and operational integrity.

Operations-Customer Services*Amazon US-Process (Remote)**Nov 2020 - Jan 2021**Pune, MH, India***Assistant Front Office Manager - HOD***Westin Pushkar Resort & Spa**Jan 2019 - May 2020**Pushkar, RJ, India*

- Ensured successful operations during the transition from Sarwood Hotels to Marriott Hotels by implementing Brand Standards, hiring team, and conducting comprehensive trainings.
- Successfully implemented and managed the Marriott Bonvoy program.
- Achieved 100% scores in Brand Standard Audits for two consecutive years.
- Performed Manager on Duty responsibilities as per the business requirements, ensuring smooth operations and superior guest experience.

Front Desk Manager*Courtyard by Marriott Chennai**Mar 2018 - Jul 2018**Chennai, India*

- Achieved a 97% score in the 2018 Brand Standard Audit.
- Supervised an 18-member guest service team, leading the rollout of Marriott Rewards and SPG loyalty programs.

Project in-charge, Ahmedabad*Law Office of Immigration Lawyer-Ms. Parikh, ESQ - NJ**Nov 2017 - Feb 2018***Assistant Front Desk Manager***Courtyard by Marriott Ahmedabad**Mar 2016 - Oct 2017**Ahmedabad, India*

- Implemented cross-training programs to create a multi-skilled team.
- Managed Front Office operations, ensuring compliance with brand standards.

Front Office Executive / Assistant Front Desk Manager*Courtyard by Marriott Bhopal (Pre-Opening)**Oct 2012 - Mar 2016**Bhopal, India*

- Led the Opera pre-work and configuration for the property opening.
- Managed interview and training processes for departmental staff.

Rooms Controller*Goa Marriott Resort & Spa**Mar 2011 - Oct 2012**Goa, India*

- Coordinated room inventory and group arrivals, ensuring guest needs were met.

Guest Service Associate*Courtyard by Marriott Ahmedabad**March 2010 - Nov 2010*

- As a GSA gained experience of operations at Front Desk, AYS, Concierge and Travel desk.

Guest Service Associate*Ramada Bradford**Oct 2008 - Oct 2009**Bradford, UK*

- Managed front desk procedures, including reservations, check-ins, and check-outs.
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Education

BHM in Hotel and Tourism Management

VIHTM

2004 - 2008

Business English Certificate (BEC) Level B1 – year 2005

University of Cambridge ESOL Examination centre - Mumbai

Skills

- **Team Leadership:** Proven ability to lead and develop high-performance teams.
 - **Operational Efficiency:** Skilled in streamlining operations for optimal performance.
 - **Guest Relations:** Expertise in enhancing guest satisfaction through personalized service and effective issue resolution.
 - **Budget Management:** Proficient in departmental budgeting, forecasting, and P&L management.
 - **Strategic Planning:** Experienced in developing and implementing strategies to achieve organizational goals and day-to-day operations handling.
 - **Compliance and Audit Management:** Ensuring adherence to brand standards and local regulations.
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Certifications and Awards

- Glad to receive "The Spirit to Serve" *Marriott Gold Award-Gold* for exemplary commitment to quality service and customer satisfaction.
 - Certified Service Culture Champion (2019)
 - Certified Westin Guest Experience Specialist (2019)
 - Manager of the Year (2016)
 - Manager of the Q3-Rooms Ops. (2016)
 - Service-Executive of Q1,Q2 and Key Manager for Q4 (2015)
 - Effectively completed Management Development Program (2014)
 - Key Performer-Q4 and Executive of the Year (2013)
 - Successfully completed Room Ops, Level II program (2012)
 - Associate of the Month (2011)
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Languages

English, Hindi, Marathi, Gujarati

Personal Goal Pursuit

May 2022 - May 2023, Continued and Completed: January 2024 - September 2024

focused on personal development and strategic life goals, utilizing this period to refine skills and enhance overall well-being, ensuring readiness for future professional opportunities.
