



AAYUSH NIJHAWAN

HOSPITALITY

CONTACT

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EDUCATION

Bachelor of Science: Hospitality &
Hotel Administration

**Institute of Hotel Management
(IHM), Gurdaspur**

Industrial Training

**Industrial Training - The Park
Hotel**, New Delhi

LANGUAGES

English (Fluent)

Hindi (Fluent)

PROFESSIONAL SUMMARY

Accomplished hospitality professional with over 13 years of extensive experience in front office operations, guest relations, and team leadership within luxury hotel environments. Adept at optimizing operational efficiency, elevating guest satisfaction, and driving revenue growth. Proven ability to mentor and develop high-performing teams, implement best practices, and ensure seamless interdepartmental coordination. Committed to delivering exceptional guest experiences and upholding the highest standards of service excellence.

WORK HISTORY

Nov'21 - Current

**Front Office Manager, *Country Inn & Suites by Radisson*,
Gurgaon**

- Spearhead daily front office operations, ensuring seamless guest experiences and service excellence
- Optimize resource management to enhance operational efficiency and maximize revenue potential
- Lead, train, and mentor front office personnel, fostering a high-performance service culture
- Establish and implement operational procedures to streamline workflow and elevate service delivery
- Collaborate with housekeeping, F&B, and sales departments to optimize occupancy and guest satisfaction
- Monitor guest feedback, proactively addressing concerns to maintain superior hospitality ratings

Apr'19 - Oct'21

**Assistant Front Office Manager, *Radisson Gurugram*,
Udyog Vihar**

- Assisted in managing front desk operations, enhancing efficiency in check-in and check-out procedures
- Supervised guest relations, ensuring prompt resolution of complaints and special requests
- Conducted performance evaluations, identifying training opportunities for staff development

Apr'17 - Mar'19

Duty Manager, Radisson Gurugram, Udyog Vihar

- Oversaw shift operations, ensuring adherence to service standards and operational protocols
- Coordinated with various departments to facilitate seamless guest experiences

Jan'16 - Mar'17

Assistant Manager, Front Office, Country Inn & Suites by Radisson, Gurgaon

- Led front desk operations, ensuring efficiency in guest handling and administrative processes
- Managed daily reports, guest billing, and reservations to optimize occupancy and revenue

Oct'13 - Dec'15

Team Leader, Front Office, The Lalit, New Delhi

- Supervised and mentored front desk staff, maintaining operational excellence
- Assisted in implementing guest service initiatives and resolving service-related concerns

Nov'12 - Sep'13

Front Office Supervisor, Radisson Blu, Dwarka

- Directed front desk associates, ensuring adherence to high-quality service standards

Jun'11 - Nov'12

Front Desk Officer, Crowne Plaza, Rohini

- Managed guest check-ins, reservations, and inquiries with a customer-centric approach

SKILLS

Front Office Operations & Management

Team Leadership & Staff Development

Strategic Planning & Operational Efficiency

Performance Analysis & Quality Assurance

Guest Experience & Relationship Management

Revenue Optimization & Budget Administration

Hotel Administration & Interdepartmental Coordination

Complaint Resolution & Service Excellence