



GAUTAM CHATTERJEE

FRONT OFFICE MANAGER



Eros Sampoornam, Greater Noida,
201318, India



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ABOUT ME

With over 15 years of immersive experience in the Hospitality Industry, I bring a strong focus on enhancing customer service and operations management. As a Front Office Manager, I have successfully coached and supervised a team of 40 front office staff, leading to a 1.25% improvement in service quality compared to previous year and 2% increase in guest satisfaction ratings. My expertise in training and development complements my dedication to executing efficient operational strategies and budget management.

EDUCATION

POST GRADUATE DIPLOMA IN HOSPITALITY OPERATIONS

Swiss Hotel Management School /
Switzerland /
2007

SKILLS

FRONT OFFICE OPERATIONS

TEAM WORK AND
COLLABORATION

CUSTOMER SERVICE

MANAGEMENT

ADAPTABILITY

WORK EXPERIENCE

OZEN LIFE
MAADHOO,
MALDIVES
Jun 2024 - Jan 2025

Front Office Manager

- Coached and supervised 37 front office staff, overcoming training gaps to boost service quality by 3%.
- Faced with customer service delays, improved task accuracy by 1.25%, enhancing guest satisfaction ratings by 2% compared to last year.
- Handling customer complaints and special requests.
- Scheduling staff shifts and managing other HR-related tasks.
- Monitoring stock and ordering office supplies, including stationery and information leaflets.
- Preparing monthly management reports on customer feedback, bookings, and cancellations.
- Managing the departmental budget.

PARK HYATT
MALDIVES
HADAHAA
Apr 2023 - Jan 2024

Front Office Manager

- Supporting, training, and supervising front office staff.
- Ensuring that all customer-related tasks are handled accurately and on time to improve guests' experience.
- Handling customer complaints and special requests.
- Scheduling staff shifts and managing other HR-related tasks.
- Monitoring stock and ordering office supplies, including stationery and information leaflets.
- Managing the departmental budget.
- Preparing monthly management reports on customer feedback, bookings, and cancellations.

GRAND HYATT
DUBAI
Oct 2021 - Apr 2023

Assistant Front Office Manager

- Prioritize and delegate daily work responsibilities to front desk staff.
- Train and guide front desk staff to provide quality customer services.
- Manage staffing schedules, shift changes, payrolls, and labor costs.
- Resolve guest issues and inquiries to ensure guest satisfaction.
- Develop and implement strategies for bell desk & front office operation.
- Identify process improvement to achieve financial and service goals.
- Supervise the billing and cash processes to ensure compliance with company standards.

LINK

linkedin:
[linkedin.com/in/gautamchatterjee/](https://www.linkedin.com/in/gautamchatterjee/)
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LANGUAGES

ENGLISH

HINDI

DECIMAL WHISPER
LDA. - 'FOOD-SUTRA'
(LISBON, PORTUGAL)
Apr 2019 - Oct 2021

GRAND HYATT
DUBAI

GRAND HYATT
DUBAI

GRAND HYATT
DUBAI
Nov 2016 - Mar 2019

GRAND HYATT
DUBAI

THE SANCTUARY AT
KIAWAH ISLAND
GOLF RESORT (USA)
Jun 2014 - Nov 2016

- Provide feedback to the team members on their performances and improvements.

Restaurant Owner

- Manage and train workers including kitchen, wait, and host staff.
- Responsible for scheduling, ordering, bookkeeping, accounts payable, receivable, inventory, as well as working the business wherever needed.
- Complaint handling.
- Monitor budgets and payroll records and review financial transactions to ensure that expenditures are authorized and budgeted.

Assistant Front Office Manager

- Working closely with DOR and FOM in cost control, rate setup, and variance reports.
- Key driver in the achievement of the department upselling targets.
- Complaint handling.
- Conducting on-the-job training/appraisals for the colleagues.
- Room inventory management.

Duty Manager

- Reporting to Front Office Manager & Assistant FOM.
- Complaint handling.
- Ensuring guest satisfaction.
- Ensuring shift operation run smoothly.
- Room inventory management.
- Monitoring and assigning individual department projects & targets.

Front Desk Supervisor

- Expertise in smooth check-in and check-out.
- Follow up on VIP arrivals and room allocation.
- Monitoring credit risk reports.
- Key driver in the achievement of the department upselling targets.
- In charge of the operations dealing with day-to-day task allocation for the staff.
- Handling job training & development for the Guest Service officers.

Guest Service Officer

- Expertise in smooth check-in and check-out.
- Responsible for ensuring guest satisfaction.
- Cash handling.

Management Trainee

- Working closely with the manager in budgeting and forecasting.
- Accountable for the process of coordinating payroll control.
- Handling restaurant reservation, wine sales log & event planning.
- Coordinating food and beverage outlets including back of the house operations.

EXTRA-CURRICULAR ACTIVITIES

OZEN LIFE
MAADHOO
Male
Jan 2025

● **Leading Green Globe initiatives**

using a holistic approach to promote economic, environmental, and social sustainability