



# Kamal Pandey

## Room Division Manager

### CONTACT ME

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📍 Current Address - Dauliya D Class Haldwani. NTL

📍 Permanent Address - Dauliya D Class Halduchaur Nainital Uttarakhand

### EDUCATION

#### Amrapali College

#### Kumaun University/AIHM

Bachelors In Hotel

Management

#### Beersheba Sr. Sec School

#### CBSE/Intermediate

Commerce & C++

### SKILLS

- Multitasking and Time Management
- Attention to Detail
- Communication
- Empathy
- Customer service
- Leadership

### SOFTWARE

- IDS
- Opera
- WINHMS
- Guestware

### WORK EXPERIENCE

Room Division Manager

Sep 2023 - until now

#### The Ummed Ahmedabad- Ex Taj Hotel

##### JOB RESPONSIBILITIES

- Staff Management:
  - Recruiting, training, and supervising staff within the rooms division, including front desk , housekeeping staff, and concierge personnel.
  - Setting performance targets, conducting performance evaluations, and providing feedback to staff members.
  - Guest Services:
    - Ensuring excellent customer service standards are maintained throughout the rooms division.
    - Handling guest inquiries, complaints, and special requests promptly and effectively.
    - Implementing procedures to enhance guest satisfaction and loyalty.
  - Front Desk Operations:
    - Overseeing front desk operations, including check-in/check-out procedures, room assignments, and reservations management.
    - Ensuring accuracy and efficiency in billing and payment processes.
    - Handling room inventory management and optimizing room occupancy rates.
  - Housekeeping Management:
    - Supervising housekeeping operations to ensure cleanliness, orderliness, and maintenance standards are met.
    - Monitoring and controlling housekeeping expenses, such as labor and supplies.
  - Revenue Management:
    - Developing strategies to maximize room revenue, including pricing strategies, promotions, and packages.
    - Monitoring market trends, competitor activities, and economic factors to adjust pricing and sales strategies accordingly.
    - Analyzing performance metrics and financial reports to identify opportunities for revenue optimization.
  - Safety and Security:
    - Ensuring compliance with safety and security protocols, including fire safety, health regulations, and emergency procedures.
    - Implementing security measures to protect guests, staff, and hotel property.
    - Conducting regular inspections to identify and address safety and security risks.
  - Collaboration:
    - Collaborating with other departments, such as food and beverage, sales and marketing, and maintenance, to ensure seamless operations and guest satisfaction.
    - Participating in cross-functional meetings and initiatives to achieve organizational goals.
  - Budgeting and Financial Management:
    - Developing annual budgets for the rooms division and monitoring expenses to ensure adherence to budgetary constraints.
    - Identifying cost-saving opportunities and implementing measures to improve operational efficiency.

Front Office Manager (HOD)

Sep 2022 - Aug 2023

**Mosaic Mussoorie | Mussoorie Uttarkhand**

**JOB RESPONSIBILITIES**

- Updates group information. Maintains, monitors, and prepares group requirements.
- Reviews and completes credit limit report.
- Making Budgets & Capex.
- Works within the allocated budget for the front office.
- Enforces all cash-handling, check-cashing, and credit policies.
- Conducts regularly scheduled meetings of front office personnel
- Prepare performance reports related to front office.
- Maximize room revenue and occupancy by reviewing status daily. Analyse rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily. i.e flash report, allowance etc.
- Trains, cross -trains, and retrains all front office personnel.
- Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests managers and other employees.
- Monitor all V.I.P 's special guests and requests.
- Greets customers immediately with a friendly and sincere welcome, uses a positive and clear speaking voice, and listens to and understands requests, issues, and situations from both guests and team members.
- Uses creative management skills to solve problems. Ensures compliance with Hotel standards to ensure consistent, high-quality guest relations.
- Doing MOD.
- In absence of GM handling Daily operations and taking morning meetings.
- Prepare Yearly Marketing Promotions.
- Help marketing team for all social media activities.
- Make packages for Christmas and New-year including Saya dates.
- Track all competitors rates and update accordingly.
- Track feedbacks in all OTA platforms including TripAdvisor Rating and feedbacks.

Front Office Manager (HOD)

**Lebua Corbett | Corbett, Uttarakhand**

Nov 2020 - Sep 2022

**JOB RESPONSIBILITIES**

- Preparing schedules, meeting, ongoing production work for all front desk personnel on a daily, weekly, monthly basis as required to meet the workload demand.
- Reviewing reports from the night audit concerning occupancy, vacancy, call accounting system and other related areas.
- Responding to emergency situations and handle guest's questions and guest's complaints.
- Processing reservations, special requests, assign rooms, check-in & check-out guests.
- Coordinating with the housekeeping department to ensure rooms are ready for occupancy.
- Providing great customer service for our guests and give them information on local place of interest and welcome them to the state of Virginia.
- Doing assigned MOD.
- Coordinating with the housekeeping department to ensure rooms are ready for occupancy.

Assistant Manager- Front Office

May 2019- July 2020

**Radisson Blu Rudrapur Uttarakhand**

**JOB RESPONSIBILITIES**

- Prepared daily guest reports and determined room availability.
- Answered guest inquiries in person via phone and through emails.
- Monitored guest comments and feedback to determine areas for improvement.
- Welcome guests handled guest issues and resolved complaints.
- Maintained guest satisfaction by ensuring the front desk was always staffed.
- Solid understanding of common hotel guest relations procedures
- Excellent problem solving skills and ability to stay calm under pressure
- Familiar with MS Office and software applications needed to prepare reports
- Ability to work well with others and delegate authority when required

Front Office Executive

March 2018 - Feb 2019

**Le Relax Hotel Ladigue - Seychelles**

**JOB RESPONSIBILITIES**

- Performing all check-in and check-out tasks
- Managing online and phone reservations
- Informing customers about payment methods and verifying their credit card data.
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate
- Maintain updated records of bookings and payments

Guest Service Associate

Nov 2014 - Feb 2018

**JW Marriott- Pune Maharashtra**

**JOB RESPONSIBILITIES**

- Welcome guests and assist in checking them in, helping move luggage and guiding guests as needed.
- Answer inquiries and provide information clearly and efficiently.
- Complete transactions while handling money responsibly and counting out change accurately to prevent errors.
- Answer calls, send additional services, and redirect incoming calls for guests.
- Completed miscellaneous tasks quickly and correctly.
- Arranged shuttle schedule on a daily basis, and informed guests of accurate times of arrival and departure.
- Accepted mail and parcels, and organized them for guests to pick up.

I hereby declare that all information given by me is true and it can be certified.

Name:-(Kamal Pandey)

Place:- Ahmedabad