



# JATIN PRASHAR

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## SUMMARY

Hotel Manager (Unit Head) and talented leader with 14+ years of experience applying exceptional planning and problem-solving abilities toward enhancing business plans and day-to-day activities. Results-driven and resilient in developing teams while improving processes and increasing productivity. Bringing solid understanding of industry trends, excellent communication skills, talent for spotting areas in need of improvement and implementing changes with strategic approach.

## SKILLS

- Guest services management
- Employee scheduling
- Regulatory compliance
- Staff training
- Quality assurance
- Self-motivated
- Training
- ATTENTION TO DETAIL
- TEAMWORK
- ACTIVE LISTENING

## EXPERIENCE

### HOTEL MANAGER (UNIT HEAD), 11/2023 - Current

*The Ummed Jodhpur*, Jodhpur

- Devised processes to boost long-term business success and increase profit levels.
- Identified and resolved unauthorized, unsafe, or ineffective practices.
- Introduced new methods, practices, and systems to reduce turnaround time.
- Established positive and effective communication among unit staff and organization leadership, reducing miscommunications, and missed deadlines.
- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow.
- Developed and implemented strategies to maximize customer satisfaction.
- Developed systems and procedures to improve operational quality and team efficiency.
- Supervised operations staff and kept employees compliant with company policies and procedures.
- Analyzed and reported on key performance metrics to senior management.
- Increased profit by streamlining operations.
- Implemented innovative programs to increase employee loyalty and reduce turnover.
- Implemented marketing campaigns to promote the hotel's services and facilities among potential customers via print media or social media platforms.

### FRONT OFFICE MANAGER, 11/2022 - 11/2023

**Holiday Inn Express & Suites Pre Opening Jaipur, Jaipur**

- In depth knowledge of maintaining high standards for overseeing front desk operations
- Maintained professional property standards by regularly inspecting facilities and correcting problems
- Increased hotel business through multifaceted marketing strategies
- Centered operations around consistently achieving business plan objectives, forecasted revenue, and budget targets
- Supervise Up-sell program at the Front Office and try to maximize revenue for the hotel Hold monthly department meetings keeping staff informed of all activities in the hotel, reinforcing Standards of Excellence and promoting a strong team atmosphere and culture
- Manage and monitor activities of all employees & making sure they adhere the standards of excellence and to the guidelines set in the employee handbook, hotel policies and procedures, coaching, training and correcting where needed
- Maintain a professional and high quality service oriented environment at all times
- Undertake full responsibility for managing operating expenses and purchasing for the department
- Work closely with the all core operation Departments to improve guest services and foster cross departmental communication
- Coordinate daily activities with hotel management team on a daily basis
- Hold monthly department meetings keeping staff informed of all activities in the hotel, reinforcing Standards of Excellence and promoting a strong team atmosphere and culture.

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**FRONT OFFICE MANAGER, 11/2021 - 10/2022**

**Aloft Whitefield Bengaluru, Bengaluru**

- In depth knowledge of maintaining high standards for overseeing front desk operations
- Maintained professional property standards by regularly inspecting facilities and correcting problems
- Increased hotel business through multifaceted marketing strategies
- Centered operations around consistently achieving business plan objectives, forecasted revenue, and budget targets
- Supervise Up-sell program at the Front Office and try to maximize revenue for the hotel Hold monthly department meetings keeping staff informed of all activities in the hotel, reinforcing Standards of Excellence and promoting a strong team atmosphere and culture
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- Maintain a professional and high quality service oriented environment at all times
- Undertake full responsibility for managing operating expenses and purchasing for the department
- Work closely with the all core operation Departments to improve guest services and foster cross departmental communication
- Coordinate daily activities with hotel management team on a daily basis
- Hold monthly department meetings keeping staff informed of all activities in the hotel, reinforcing Standards of Excellence and promoting a strong team

atmosphere and culture.

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**ASST FRONT OFFICE MANAGER HOD, 07/2017 - 12/2021*****The Lalit Chandigarh***

- Manage and monitor activities of all employees & making sure they adhere the standards of excellence and to the guidelines set in the employee handbook, hotel policies and procedures, coaching, training and correcting where needed
- Maintain a professional and high quality service oriented environment at all times
- Undertake full responsibility for Scheduling and Payroll of the department
- Undertake full responsibility for managing operating expenses and purchasing for the department
- Supervise Up-sell program at the Front Office and try to maximize revenue for the hotel
- Work closely with the all core operation Departments to improve guest services and foster cross departmental communication
- Coordinate daily activities with hotel management team on a daily basis
- Hold monthly department meetings keeping staff informed of all activities in the hotel, reinforcing Standards of Excellence and promoting a strong team atmosphere and culture.

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**DUTY MANAGER, 03/2015 - 07/2017*****The Lalit Chandigarh***

- Manage and monitor activities of all employees & making sure they adhere the standards of excellence and to the guidelines set in the employee handbook, hotel policies and procedures, coaching, training and correcting where needed
- Maintain a professional and high quality service oriented environment at all times
- Manager on duty for the hotel, dealing with complaints, problem solving, disturbances, special requests and any other issues that may arise
- Inform all Front Office staff of daily activities, group and VIP arrivals as well as special requests-and repeat guests
- Check accommodations, making sure any special requests are carried out accordingly, greet guests upon arrival and ensure escort to accommodations if appropriate
- Undertake full responsibility for managing operating expenses and purchasing for the department
- Set & monitor Profit & Loss and cash handling throughout the year
- Supervise Up-sell program at the Front Office and work as part of the yield Management team to try and maximize revenue for the hotel
- Work closely with the Housekeeping Department to improve guest services and foster cross departmental communication
- Coordinate daily activities with hotel management team on a daily basis
- Hold monthly department meetings keeping staff informed of all activities in the hotel, reinforcing Standards of Excellence and promoting a strong team atmosphere and culture.

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**DUTY MANAGER, 07/2014 - 03/2015*****IHG(Holiday Inn Amritsar)***

- Train the staff as per IHG standards

- Monitor front office personnel to ensure guests receive prompt, cordial attention and personal recognition
- Supervise the team to ensure optimum occupancy and average room rate for the purpose of maximizing revenue
- Monitor Front Office, and particularly Guest Relations, to ensure priority members known repeat guests and other VIPs receive special attention and recognition
- Promote Inter-Hotel sales and in-house facilities and monitors Front Office Marketing techniques in line with FIT marketing program
- Maintain knowledge of credit policies and procedures and liaise closely with Finance Department to ensure that credit procedures are properly carried out
- Know system recovery procedure.

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**FRONT OFFICE SUPERVISOR**, 03/2011 - 07/2014

**RHG (Park Plaza Chandigarh)**

- G.S.A RHG (Radisson Indore), Indore Feb 2010 - Feb 2011

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**EDUCATION AND TRAINING**

**CIHM**, Chandigarh, Punjab, India

**B.SC in Hospitality and Hotel Administration**

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**Food Craft Institute**, Chandigarh, Punjab, India

**One Year Diploma in Front Office Operations**