



# Himanshu Kirar

## Assistant Manager, Front Office

### My Contact

**DOB** - 26th September 1999

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### Skill highlights

- Proficient decision-maker
- Skilled problem solver
- Expert in planning and coordination
- Innovative thinker
- Effective team leader
- Customer service-oriented

### Languages

- English
- Hindi

### Education Background

**Institute of Hotel Management Pusa, New Delhi**

Bachelor of Science in Hospitality and Hotel Administration  
Completion: 2020

Secondary and Higher Secondary Education from St. Xavier Senior Secondary School

#### ● Online Certifications

- Certificate in Hospitality and Tourism Management from Florida Atlantic University
- Hospitality Manager Leadership Course from the American Hotel and Lodging Educational Institute
- Level 1 Certification in Beverage and Hospitality from JERRY Global
- Certified Food Handler from ServSafe
- Front Desk Upselling Certification from Typsy

### Career objective

I am an energetic and quick-learning individual prepared to offer a positive attitude, exceptional customer service skills, adept problem-solving abilities, and proficient multitasking skills.

### Professional Experience

**August 2022–Present**

**Assistant Manager, Front Office, Le Meridien Gurgaon**

- Managing a property of 285 Keys
- Overseeing daily operations, ensuring employee productivity, monitoring efficiency of all processes and creating a positive work environment for employees.
- Train new hires, delegating and roster management
- Address employee complaints and issues along with guest complaints and issues.
- Completing the night audit.
- Handling group check-in and check-outs and group billing.
- Responsible for ensuring the smooth functioning of hotel facilities and other amenities that serve guests.
- Assist other departments, as necessary
- Achieve positive outcomes from Guest queries in a timely and efficient manner.
- Understand and demonstrate correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy.
- Maximize room occupancy at best rates and use up-selling techniques to promote hotel services and facilities and motivates other staff to do the same.
- Responsible for training staff members in the proper procedures for guest coordination, reservation scheduling and related matters.

**February 2021– August 2022**

**Voyage Graduate Development Trainee, Room Operation Le Meridien Gurgaon**

- Ensuring & overseeing smooth functioning of front office department
- Creating & sending daily business reports.
- Handling group check-in and check-outs and group billing.
- Serve as a point of contact for regular guests and VIP Guests
- Responsible for ensuring smooth functioning of hotel facilities and other amenities that serve guests.
- Demonstrate a high level of customer service at all times
- Demonstrate a knowledge of hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties.
- Responsible for ensuring the smooth functioning of hotel facilities and other amenities that serve guests.
- Assist other departments, as necessary
- Achieve positive outcomes from Guest queries in a timely and efficient manner.

### Achievements

- Appreciation letter from General Manager for guest handling.
- Successfully completed 18 months comprehensive and practical training and got the promotion