



Chetan Tandon

Front Office Manager

New Delhi, India

9999848643 · chetantandon19@gmail.com

Languages

English

Hindi

Punjabi

Hobbies

Playing cricket - Played state level

Cooking - Trying New

Recipe

Traveling

Profile

Strategic and innovative Front Office Manager with expertise in hotel operations, guest experience, and team leadership. Successful in implementing process improvements, enhancing staff engagement, and driving business growth. Committed to fostering a culture of excellence and exceptional customer service.

Employment History

Front Office Manager, Club Mahindra Varca Beach Resorts, Goa

January 2025— Present

- Developed and introduced tailored packages to increase FIT bookings and boost revenue at a membership resort.
- Introduced daily team briefing to drive improvement in NPS and elevate guest experience.
- Monitor and optimize room inventory pricing and reservation system to maximize occupancy and revenue
- Manage budget for the front office department and control operational cost.

Front Office Manager, The Leela Hotels & Palaces, Gandhinagar

January 2024 — October 2024

- Promoted to lead front office operation, managing the team and ensuring seamless guest experience.
- Increased guest satisfaction ratings by 25% through implementation of Own your guest program in Front Office and setting up and guiding Guest Relations Team "
- Introduced buddy system in department to ensure each team member is involved which resulted in reduced attrition for Front Office by 30%.
- Introduced up selling packages to enhance revenue contribution by Front office for Travel desk, room and laundry.

Asst. Manager, The Leela Hotels & Palaces, Gandhinagar

October 2022 — January 2024

- Initiated Daily Operations meeting for smooth coordination between Housekeeping and Front Office to ensure guests are given seamless check in experience.
- Involved in P&L to understand the hotel revenue matrix and departmental cost.

Asst. Manager Front Office, Alila Diwa, Goa

January 2022 — October 2022

- Trained and managed a team of front office staff to ensure the highest standards of guest satisfaction.
- Certified Departmental Trainer.
- Highest up seller for March - 2022.

Duty Manager, Crowne Plaza Greater Noida, Greater Noida

December 2018 — January 2022

Duty Manager, Crowne Plaza Okhla, New Delhi

August 2017 — December 2018

Lobby Manager, Jaypee Greens Greater Noida, Greater Noida

March 2017 — August 2017

Asst. Manager Front Office, Holiday Inn Panchkula, Chandigarh

March 2016 — December 2016

Team Leader - Front Office, The Lalit New Delhi, New Delhi

September 2014 — March 2016

Front Office Associate, Country Inn & Suites

References

Mr. Ritesh Sharma from Crowne Plaza New Delhi
9999981410

Mr. Prashanth Kuchimanchi from The Leela hotels & Palaces
7486008345

Internships

Industrial Trainee, Le Meridien, New Delhi

January 2012 — June 2012

Extra-curricular activities

Event Planner/Freelancer - Associate, Hem Hospitality & Event Management, New Delhi

January 2008 — January 2011