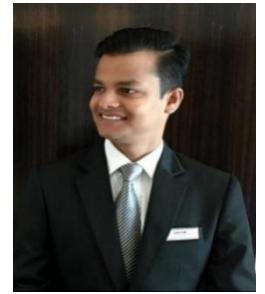


BIKRAM DANGUA
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CAREER OBJECTIVE

Seeking a responsible and challenging position in a growth oriented progressive Institution where my experience and skills will significantly contribute to the overall success of the organization and provide opportunities for my career growth.

EDUCATIONAL QUALIFICATIONS

- Completed BTEC (HNC) in Aviation, Hospitality and Travel Management from FRANKFINN Institute of Air Hostess Training, Bhubaneswar (Odisha).
- Completed my Higher Secondary from Aeronautics Commerce & Arts College in the year 2009, (Odisha).
- Completed my Secondary schooling from Saraswati Sishu Vidya Mandir in the year 2007, (Odisha).

EXPERIENCE

- Front Office Manager : Welcomhotel By ITC Hotels, Jim Corbett (62 Keys) : Since 12th Nov, 2024
- Duty Manager: Taj Fisherman's Cove Resort & SPA (149 Keys) : 15th Feb,2022 - 31st Mar, 2024
- Duty Manager: Vivanta Chennai, IT Expressway (200 Keys) : 01st Oct,2019 - 14th Feb,2022
- Front Office Associate and Executive: Vivanta Chennai, IT Expressway (200 Keys) : 11th Mar,2014 - 30th Sep,2019
- Departmental Trainee: Fortune Select Palms by ITC, Chennai (129 Keys) 1st Mar,2012 - 31st Jan,2014

STRENGTH

- Good communication, organization and coordination skills.
- Good team player.
- Responsible and self-motivated.
- Patient, responsible and proactive in dealing with problems.
- Able to maintain excellent relations with team members.
- Able to work under great physical and mental pressures.
- Familiar with computer systems.
- Fluent in spoken and written English to meet business needs.

TRAINING PROGRAMMES

- Participated in Train the Trainer Program
- Attended TAP ME as the first step in learning
- Participated in Fire & Safety Class
- Participated in the Check-in Escort Champ
- Completed the P&S Manual Training in Front Office
- Participated in First Aid Class

RESPONSIBILITIES

- Maintain high guest service focus by approaching my job with the customers always in mind.
- Have a positive impact, taking personal responsibility and initiative to resolve issues, always clearly communicating with both guests and colleagues.
- Motivated and committed, approaching all tasks with enthusiasm and seizing opportunities to learn new skills or knowledge in order to improve personal performance.
- Flexible, responding quickly and positively to changing requirements including the performance of any tasks requested of me.
- Maintain high team focus by showing cooperation and support to colleagues in the pursuit of team goals.
- Contribute ideas and suggestions to enhance operational / environmental procedures in the hotel.
- Actively promote the services and facilities of hotel to guests and suppliers of the hotel.
- Actively seek verbal feedback from customers and team members at every opportunity.
- Agree and implement actions to make improvements to customer service.
- Positively dealing with and learn from customer complaints and comments with follow-up and feedback to the General Manager.
- Make sure all customer requests and queries are responded to promptly and effectively while assisting on the floor during peak periods each day.
- Be available to assist on duty in the hotels during any busy days or special events.
- Maintain a presence in the lobby setting the example for team members for guest service.
- Be proactive towards guests, assisting them with any reasonable requests, and training all team members to see these things before the guests ask.
- Have detailed knowledge of hotel standards, explaining the standards to the team and training each team member individually with specific job skills checklists that relate to their responsibilities.
- Assess team members' performance against standards.
- Monitor standards through regular standards review checks.
- Develop action plans to address shortfalls in standards and identify shortfalls before they affect customer service.
- Implement and follow through with improvements identified.
- Demonstrate positive leadership characteristics which inspire team members to meet and exceed standards.
- Prepare rosters and job schedules for team members to meet business needs (taking into consideration internal activities, occupancy and external events, promotions etc.).
- Communicate effectively with Housekeeping, groups and tours about any in-house group holding catering events, ensuring direct liaison with group leaders upon arrival for special requests.
- Describe, assign and delegate duties and authority for the operation of the department at all times.
- Understand the situation in other departments and their implications for your own department.
- Plan ahead and ensure adequate resources are available.
- Coordinate with the Housekeeping department to ensure cleaning is followed-up, ensuring that follow-up procedures are maintained.
- Ensure that the shift is reviewed, handovers and briefings are carried out.
- Maintain in-depth technical knowledge and skills required for the job.

- ⊕ Maintain guest histories to assist with returning guests.
- ⊕ Establish good communication with the Housekeeping team.
- ⊕ Attend and participate in regular operational and hotel meetings.
- ⊕ Ensure that supplier liaison with the Purchasing team ensures maximum support with regards to sponsorship, marketing and pricing initiatives.
- ⊕ Responsible for the maximization of room revenue and profit through commercial room management, ensuring a consistently high standard of customer service within the department.
- ⊕ Make all decisions regarding overbooking the hotel on the same day, ensure all out bookings are carried out by members of the Management and that overbooking levels for future days will be monitored by the Revenue Manager.
- ⊕ Understand the goals of the hotel and the department's role in achieving it, communicating goals to the team.
- ⊕ Ensure that daily operation is managed by the Guest Service Managers and Supervisors who are totally accountable for the profitability and service standards achieved.
- ⊕ Represent the needs of the team to others in the hotel.
- ⊕ Get members of the team to work co-operatively with others.
- ⊕ Keep the team up to date on departmental, hotel and company activities through regular communication meetings and memos, including special events, promotions in the restaurants and bars.
- ⊕ Be aware of potential highs and lows in the business.
- ⊕ Create and implement sales promotions and team members' incentives as per discussion with the General Manager.
- ⊕ Identify, communicate and act on potential sales leads.
- ⊕ Participate in the development of the annual budget, developing short and long term financial operating plans.
- ⊕ Use key monitors and financial targets to evaluate the department's performance and make future plans.
- ⊕ Analyze financial information that is provided via the payroll system and ONQ, to assist decision making.
- ⊕ Complete regular financial and operating reports as required or requested by General Manager.
- ⊕ Forecast potential costs, review expenses on a monthly basis and implement actions for improvement, following the company's control procedures.
- ⊕ Communicate relevant financial information to the team.
- ⊕ Set-up and maintain leave plans for the department.
- ⊕ Monitor, control and minimize overtime for the department.
- ⊕ Carry out seasonal inventory of operating equipment.
- ⊕ Carry out selection interviews and make effective recruitment decisions based on skills and attitude and ensure that new recruits have all relevant information before commencing employment. Plan and ensure that departmental orientation is carried out.
- ⊕ Ensure standards trainings and assessments are carried out.
- ⊕ Regularly review individual and team performance against objectives and provide feedback.
- ⊕ Carry out training programs for team members with the Training Manager and departmental trainers.
- ⊕ Assist in the training of team members ensuring that they have the necessary skills to perform their duties with maximum efficiency.
- ⊕ Review and evaluate all training activities.
- ⊕ Carry out annual appraisals with all team members in accordance with hotel guidelines and identify individual training needs.
- ⊕ Understand relevant Health & Safety (H&S) legislations and their implications on the operation of the department.
- ⊕ Communicate to the team their responsibilities within H&S.
- ⊕ Ensure that safe and healthy working practices are implemented at all times.
- ⊕ Participate in community public relations for the hotel.

COMPUTER SOFTWARE EXPOSURE:

-  Opera
-  Intellect Data System (IDS)
-  Amadeus

PERSONAL

Name: Bikram Dangua
C/O: Mr. Susanta Dangua
DOB: 06th May, 1992
Language: English, Hindi, Oriya, Tamil
Nationality: Indian

DECLARATION

I hereby declare that all the statements made by me are true and complete to the best of my knowledge and belief

BIKRAM DANGUA