

CURRICULAM VITAE



MANORANJAN KUMAR

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Career Objective- Seeking a front office manager position in an environment where i can utilize my experience and my knowledge to add value to an organization that offers a greater challenge to help the company advance efficiency and productivity.

Summary -

Highly motivated and professional Asst. Hotel manager with relevant experience cultivating high profile, relationship developing business strategies that boost the bottom line. Skilled in building business, leveraging core strength and working diligently to maintain guest relationship. Versatile background in hotel operations, knowledgeable in best practice, driving team to achieve organizational objectives

Job Experience-

Asst. Hotel Manager – Ginger Hotel Patna (IHCL), 70 key rooms hotel - from 15th Jan 2023 to continue.

Job Responsibilities-

- Motivate and discipline all hotels staff. prepare and conduct all front office interviews and follow procedure according to IHCL Policies. Responsible for assist the financial viability of the hotel, and ensuring the hotel meets all financial obligations.
- Conduct staff recruitment, maintaining excellent guest service, ensuring all standards of the hotel operation are met. Ensure compliance with all front office policies, standard and procedure.
- Ensure all revenue and expense controls, adhere to company written policies and procedures.
Achieved and exceeds goals including performance goals, budget goals and team goals.
- Attends daily and monthly room revenue meetings, reviews all staff work hours for payroll compilation and submit to HR on timely basis.
- Responded to all guest request, problems, complaints and presented at the front desk in an attentive, courteous and décor condition with efficient manner.
- Training, scheduling, unit meeting, staff conduct, daily reports, inventory controls, opening and closing duties. Assisted staff with guest as needed to maintain highest service standards.
- Reviews financial reports on daily basis and implement timely changes in operating plans to respond to financial results.
- Maximize room revenue and occupancy by reviewing status daily. Implement and ensure all management policies, procedure, revenue development, cost controls and guest satisfaction.

Reports, responsible for hiring and firing decisions, performance review of associates.

- Monitor the Guest feedback on Trip advisor, OTA's etc.
- Receives and resolved or assists the Hotel manager in resolving guest complaints and service recovery process.
- Ensures property, grounds, physical plant and work areas maintained to standard.
- Ensure hotel staff is provided with uniforms and name tags, and upholds property grooming standards.

Asst. Front Office Manager – Radisson Blue Hotel and resort south Goa, 120 Room Keys Hotel , from 23rd March 2022 to 10th Jan 2023.

Job Responsibilities-

- Direct front office operation such as checking in, checking out and providing guest assistance whilst ensuring compliance with all front office policies, procedures, standards and focus on guest's satisfaction and needs.
- Participate in the development, implementation and review of the policies, procedures, practices and standards.
- Select, train, develop, schedules and manage the performance of direct subordinates to ensure the efficient running of front office operations.
- Maximize hotel revenue by controlling room inventory, group blocking, and packages, up selling.
- Maintain high visibility during peak period in order to ensure smooth running of operations, promote good public relations, take corrective actions and handle guests' complaints to ensure their satisfaction.
- Greet VIP guests upon their arrival and escort them to their room. Establish wow moment and offer assistance for the duration of their stay.
- Coordinate front office duties with various departments such as Executive, Housekeeping, Sales and Marketing, Engineering and Security to ensure that all guests are given friendly and caring service from their arrival until their departure according to hotel Standards in a safe and secure environment.
- Identify training needs, plans training activities and oversee their implementation for all front office sections. Follows up to ensure compliance and efficiency of training activities.
- Assist in the preparation of the annual budget and manning guide and manage within budgetary guidelines.
- Keep abreast of all emergency procedures, hotel promotions, product knowledge, VIP arrivals, upcoming events and brief direct subordinates accordingly so that all front office staff are able to answer guest requests and questions.
- Accomplish a set of administrative duties such as leading and attending meeting, writing reports and memos and other specific duties related to the job function. Additional responsibilities and tasks can be added at any time according to the needs of the business and of the hotel.

Duty Manager – Country Inn & Suites By Radisson Candolim, North Goa is 123 room keys hotel , working tenure is 23rd. July 2019 to 09th Nov. 2021

Duty Manager - The Orchid Hotel, Pune, Maharashtra is 350 room keys hotel, working tenure is 11th June 2018 to 31st June 2019

Job Responsibilities –

- Supervises and assign duty roster for Front office team, Concierge, Bell Counter, Guest Relations and Business Centre. Responsible for VIP movement in the Hotel. Assists in VIP's arrival departure in absence of guest relation officers.
- Checks cleanliness of lobby and public areas, lights and as well as front office staff in proper and orderly appearance and behavior. Motivates and maintains good staff relations.
- Checks on registration cards of arrival guests and ensures all information should be filled on each cards. Check all checkout bill and settlement.
- Gives the instructions to the Night Reception, during the high occupancy periods, regarding: walk-in guests and release room blocked because of no- shows.
- Handle group arrival departure ensure group check in – out should be smoothly.
- Handle guest complaints and other related problems and reports on the Assistant Manager's log book.
- Approves and sign for allowances, rebates etc., as required by Front Office Cashier.
- Authorizes charges to be made for late departures and/or compliments on them.
- To responsible for front office operation during the absence of Front Office Manager (HO)
- Approves the working schedule for the front office attendants and submits them to front office manager (HO). Assigns and Approves Duty roster for all Front desk staffs.
- Organize and participate in employee training programs, to ensure steady improvement in the efficiency of services provide.
- Compiled and maintain daily, weekly, monthly, and quarterly room sales reports.
- Implement innovative measures to optimize the average occupancy rate and maximize revenue.

Front Office Executive – Fortune Park center point, Jamshedpur Jharkhand 45 room keys hotel, working tenure is 01st July 2015 to 22nd Feb 2018.

Job Responsibilities –

- Coordinated with the Duty Manager for cash control, monitoring departmental costs, and ensuring performance against the budget.
- Organized and participated in employee training programs, to ensure steady improvement in the efficiency of services provided.
- Monitors appropriate standards of conduct, uniform, hygiene, and appearance of staff. Provides input for Front Office meetings. Promotes inter-hotel sales and in-house facilities.
- Checks billing instructions and monitors guest credit.
- Analyses and approves discounts and rebates. Analyses the rate variance report to ensure room's revenue control.
- Takes action with the Property Management Systems (PMS) in emergency situation. Ensures front line staff complies with marketing techniques and maximize sales.
- Ensures VIP's and priority club guest service special attention. Inspects front of house and back of house regularly for cleanliness.

Front Office Supervisor – Fortune Inn Jukaso, Pune, Maharashtra 65 room keys hotel, working tenure is 06th Jan 2014 to 30th June 2015

Job Responsibilities –

- Responds to telephone and guest inquiries regarding reservations, hotel information and guest concerns & Ensure Outstanding guest services at all times. Maintains a friendly, cheerful and courteous demeanor at all times.
- Supervise daily shift process ensuring all team members adhere to standard operating procedures.
- Resolve guest issues, complaints, problems in a quick, efficient manner to maintain a high level of guest satisfaction and quality of service.
- Adhere to company credit limit / floor limit policies. Allocate rooms to expected arrivals after checking the guests preferences and special requests.
- Build strong relationships and liaise with all other department's especially housekeeping, F&B, F&B Production and maintenance etc.
- Cross Check all billing instructions are correctly updated and Controls cash transactions at the front desk and maintains complete responsibility like check guest reg. card ensured filled correctly and updated in PMS as well. Check checkout bills ensure bill should be correct settlement in PMS.
- Ensure Front office log book and hotel log book is always updated and action upon. Assist all departments in servicing the guests during high volume periods.
- Ensures safety by following guest check in and security procedures and reporting suspicious activity to security, manager, or MOD.

**Front Office Assistant - Fortune Inn Exotica, Pune, Maharashtra 51 room keys hotel,
Working tenure is 12th May 2012 to 05th Jan 2014**

**Front Office Assistant - Hotel Mayura, Raipur, Chhattisgarh 48 room keys hotel,
Working tenure is 11th March 2010 to 15th March 2012**

Job Responsibilities –

- Register guests and assigns rooms. Accommodates special requests whenever possible. Blocking of rooms for reservations. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
- Thoroughly understand and adheres to proper credit, cashiering, and cash handling policies and procedures. cashier related functions like posting charges to guest Accounts, raising paid out's, currency exchange, cashiering tasks like bill/invoice settlement, posting charges to the guest.
- Understand room status and room status tracking. Coordinates room status updates with the housekeeping department by notification housekeeping of all checkouts, late checkouts, early check-ins, special requests, and day use rooms.
- Learned telephone etiquette, message handling procedures and record details in the courier Mail Register. Receiving guest of any messages, mail, faxes, etc.
- Learned suggestive selling techniques to sell rooms and to promote other services of the hotel.
- Direct Bell Person to escort guest and transport their luggage to the room and Maintains the cleanliness and neatness of the front desk area.

Skills and Abilities:-

- Excellent organizational, managerial, and interpersonal skills, ensuring uninterrupted inter departmental communication.
- Proficient in time management, with the ability to prioritize tasks according to importance and urgency
- High precision while implementing corrective measures during critical or unfavorable conditions in business
- Ability to interpret and analyze financial and statistical data;
- Ability to provide optimal customer service, ensuring personal recognition to regular guests
- Structure and implement training plans and standard operating procedure manual for front office department which increase brand compliance score highest level.
- Focus to evaluate guest feedback and improve guest satisfaction score.

Industrial Training

Hotel - Country inn & suites by Carlson, Ludhiana (Punjab)

Weeks-22 weeks in Food & Beverage Service, Front Office, Housekeeping & Food Production.

Educational Qualification-

- Completed 3years Diploma Course in Hotel Management & Catering Technology from Institute of Science & Management Ranchi, Jharkhand
- Passed Intermediate from Aditya Narayan Collage, Dumka Jharkhand Intermediate Education Council, Ranchi.
- Passed matriculation from Zila School, Dumka Bihar SchoolExamination Board, Patna Bihar.

Personal Skills

1. Enthusiasticco-operative,friendly,hardworking,good team worker &With good communication skill.
2. Punctual and ability to perform tasks independently.
3. Good coordination and relationship building skills.
4. Extensive knowledge of handling PMS- Opera and IDS
5. Skilled in major computer application related to work like MS Office, Excel.

Broad Details

Father's Name - **Late.** Janardan Prasad Sharma

Mother'sName- -. Mrs. Sulochana Devi

Date of birth - 13th Oct 1981

Martial Status - Married

Nationality - Indian

Language Known - Hindi & English

Hobby - Listening Music

Interest -. Interest in social activity

Declaration

I here by declare that the statement/furnished above are true to the best of my knowledge .If any irregularity noticed at any stage my candidature/service may be terminated.

Date

Manoranjan

Place

Signature