

CURRICULUM VITAE

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Career Objective

To provide guests with the ultimate hospitality experience and to exceed their expectations of service and while doing so enhancing the status of the organization in terms of market value and finance.

Professional synopsis:

Highly talented, results-driven professional with an experience of 13 years, handling challenging assignments in Hospitality industry
Client management skill –typically interfaced with the leadership team & functional managers throughout career
Good business communication & presentation skills
Strong understanding of guest relations & inter-department co-ordination

Profile Summary:

Worked with leading organizations like Fortune Park Hotels (Member of ITC) Radisson Blu Hotels & Resorts (Radisson Group), Confluence Banquet and Resort (Marriot), Sterling Holidays & Resorts (Thomas Cook Group),

Career Recital:

At present working in “ITC - Fortune Park Vellore” as a Assistant Front Office Manager, (March 2020 – Till date)
Worked in “Accord Metropolitan Hotel” as a Senior Guest Facilitation Manager, (May 19 – March20)
Worked in “Radisson Blu Resort Temple bay” as a Senior Duty Manager, (Jan 17 – May 19)
Worked in “Confluence Banquets & Resorts” as a Reservation Manager, (Sep 2015 – Jan 17)
Worked in “Sterling Holidays resorts” as a Assistant Reservation Manager - Central Reservations (June 2013 – August 2015)

Worked in “Green park Hotel, Chennai”, as a Front Office Executive, (Feb 2013 – June 2013)

Worked in “Radisson Blu GRT Hotel”, as a Senior Front Office Assistant, (Oct 2009 – Dec 2012)

Worked in “The Checkers” as a Reservation Supervisor, (Nov 2008 – Oct 2009)

Worked as a Management Trainee in Front office at “Liberty Park Hotel” , Chennai (May 2007 – Jan 2008)

Done My Industrial Exposure Training at GRT Temple bay, Mamallapuram, Chennai - Front office (Dec 2006 – March 2007)

Academic Credentials

BSc Hotel & Catering Mgmt. from TMG College of Arts & Science (2005 -2008)

Higher Secondary from Dr.V.G.N. Mat. H. H. Sec.School, Tiruttani.

Duties and Responsibilities

Fortune Park Vellore (Member of ITC’s Hotel Group)– Assistant Front Office Manager

- Manage day of sales strategy with goal of finalizing property revenue initiatives
- Responsible leader and trainer to front desk team ensuring they are supported and empowered to provide the highest quality of service at all times
- Ensure all guest opportunities are followed up quickly, efficiently and courteously, and completed to satisfaction of the guest and that service obstacles are identified and resolved
- Maximize room revenue and occupancy by reviewing status daily. Analyse rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily. Assist with the preparation of revenue and occupancy forecasting
- Meet department revenue goals by delivering and holding staff accountable to deliver upsell opportunities for all of the fortune products and services
- Room revenue strategy and implementation including marketing planning, promotion roll-out, rate management, and yield production
- Conduct department meetings as well as meet regularly with the team to discover any issues and provide resolution
- Generate departmental Standard Operating Procedures, training and maintaining staff knowledge and ability to perform well
- Ensure all front office is well-trained on all safety and emergency policy and procedures, ready to take action and lead should the need arise
- Maintain an organized and comprehensive filing system with documentation of purchases, schedules, forecasts, reports and tracking log

- Custodian of daily, weekly and monthly reports like Ancillary Revenue report, OTA Composite report, daily pickup report, Sentiment Tracker report, Online Feedback Tracker report, trust you report. Quarterly forecasts and performance report. Budget report. Monthly performance review report.
- Maintain distribution channel data integrity.
- Implements appropriate hotel inventory distribution strategy; maintains accurate rates and inventory allotments in the IDS/GDS/CRO and property PMS in a timely manner to promote rate parity throughout all booking channels.
- Loads all preferred, consortia and promotional rates in GDS and PMS
- Manage all aspects of rate & inventory management as outlined in the services contract.
- Develop, monitor, and adjust sales and pricing strategies.
- Custodian of the travel desk daily activities and to maintain the sop's as per ITC.

Accord Metropolitan Hotel – Senior Guest Facilitation Manager

- Supervises overall activities in the front office department
- Plans and organizes departmental periodical training sessions for staff of courtesy, efficiency and job knowledge (especially for new staff)
- Supervises and delegates duties to supervisors and prepares work schedule for them.
- Ensures good communication and cooperation between front office department and other departments.
- Performs all duties applicable to the night shift ensuring the all report, system checks as well as run of the day (date system change) are performed accordingly to standards and hotel requirements.
- Controls expenses of front office department.
- Liaise closely with Housekeeping to ensure that optimum number of rooms are available and all the guests requirements are met.
- Resolves any problem a guest may face during his stay in the hotel or endeavours to provide the maximum service possible always with a margin for flexibility.
- Meets on a monthly basis with all team members in the department in order to convey information and to discuss technical queries and to solve any problems employees may encounter.
- Maintain an organized and comprehensive filing system with documentation of purchases, vouchering, schedules, forecast, reports and tracking logs
- Coordinates with the training department to implement training plans.
- Prepare revenue and occupancy forecasting.

Radisson Blu Resort Temple bay – Senior Duty Manager

- Assist Front Office Manager in their daily chores.
- Handle and supervise front desk operations
- Handle guest queries and complaints on floor as well as at the senior level.
- To monitor Front Office department to delight the guest with prompt, cordial attention and instant recognition
- Handle the award winning loyalty program (Radisson Reward)

- Responsible for hotel employee's health and safety
- To maintain inter departmental relationship to ensure seamless guest experience (External and Internal)
- Supervising VIP room movements for allocation as well as ordering amenities
- To ensure all the guidelines are being followed to meet the internal as well as external audit requirements.
- Make month end reports
- Conduct comprehensive trainings for the department and to continuously polish the team members on floor for seamless guest experience
- Responsible of being the room's controller along with reservations and managing room inventory on multiple occasions.
- Work with Sales Department in handling group bookings, maintaining files, following up on special instructions, etc.
- Track record of up selling maximum packages
- To coordinate with Travel Desk & Airport coordinator to do the Express Check-in for repeated guests
- To coordinate with neighbor hotels to do turn away in case hotel is overbooked.
- To check the guest Arrival & departure details helps to avoid do turning away & restricting rooms open particularly on sold out dates.

Confluence Banquets & Resort - Reservation Manager

- Oversee accuracy of room blocks, reservations, and group market codes.
- Review and implement new Reservations procedures
- Process all reservation requests, changes, and cancellations received by phone, fax, or mail.
- Identify guest reservation needs and determine appropriate room type.
- Verify availability of room type and rate. Explain guarantee, special rate, and cancellation policies to callers. Accommodate and document special requests. Answer questions about property facilities/services and room accommodations.
- Follow sales techniques to maximize revenue. Input and access data in reservation system.
- Respond to any challenges found for accommodating rooming requests. Set-up proper billing accounts according to accounting policies.
- Troubleshoot, resolve, and document guest issues and concerns or escalate/refer to appropriate individual. Assist management in training, scheduling, counselling, and motivating and coaching employees;
- serve as a role model and first point of contact of the Guarantee of Fair Treatment/Open Door Policy process
- Ensuring guest cycle is followed with established standards for the guests.
Ensuring the front office team works with sales focused attitude to maximize the hotel's revenue.
- Promptly addressing guest queries and complaints.
- Responsible for managing the duty roster of the front desk staff.
- Maintaining requisitions for daily functioning of the department keeping in mind monthly budgets.

- Responsible for training and mentoring junior colleagues.
- Maintaining constant touch with regular guests and ensuring sales through word of mouth. Supervised operational flow and ensured smooth functioning of procedures within the staff.
- To insure that all special requests are handled appropriately by supervising the accuracy of all future reservations
- Process reservations from companies and travel agencies.
- Communicating all hotel information of reservations and VIP Arrivals.
- Daily Room checks to meet the luxury standards of the hotel.
- Closely work with other departments to meet the guest requirement and updating the forecasted occupancy and group movement through accommodation meeting.
- Maintaining the stock requirements& ensure to retain within a Budget

Sterling Holidays & Resorts – Assistant Reservation Manager

- To ensure that all target market segments are developed for the long-term benefit of the hotel's business
- To monitor the pick-up patterns of FIT, Mice & Series in day to day basis.
- To work with the team to promote internal sales and the up selling of all hotel facilities.
- To monitor the online rates & prepare the disparity report, if any.
- To work with the Revenue Manager in order to ensure that maximum benefit is obtained from all Electronic Distribution Systems
- To ensure that all Electronic Distribution Systems are up to date at all times in order to maximize distribution and accommodation yield @ all 27 Resorts
- To prepare the Daily reservation report in terms of Room nights & revenue
- Rates/ promotions uploading in all OTA's Extranet with coordination of Group Revenue Manger.
- To ensure the Contract & BTC are in place for FIT, Mice, series & OTA's.
- To change the Bar rates based on Occupancy to increase the ARR.

Hotel Software

PMS, Sales force, IDS, WIN HMS, OPERA SOFTWARE
M.S OFFICE (M.S WORD, EXCEL, POWERPOINT)

Achievement

Awarded as a best CRS Performer for the year of 2013 - 2014
Thrice awarded as Best Employee of the Month & twice Employee of the Week @
Radisson Blu Hotel

Extracurricular Activities

Teaching Experience – Taken Seminar Classes to Juniors (Front Office operations) &
Participating Cultural Programs& Games

Personal Profile

Name : Kumaresan Nagesh

Father's Name : S.Nagesh

Sex : Male

Date of Birth : 04-11-1987

Marital Status : Married

Nationality : Indian

Religion : Hindu

Languages Known : Telugu, Tamil, English,

Passport No : J3724632

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge. Looking for better opportunity to enhance skills set.

Place : Tirupati

Yours faithfully,

Date :

(Kumaresan Nagesh)