Rishi Kant Sharma 

**Front Office Manager**

Dehra Dun, Uttarakhand - 248001

rishis.sharma87@gmail.com

9837251223

Passport No. - U5365920

**PROFESSIONAL SUMMARY**

Personable Hospitality specialist with over 15 years of success in guaranteeing Customer satisfaction through personable reservation services and guests needs. Passionate about providing upbeat and friendly services, resulting in consistent return customers.

**Work Experience**

**Front Office Manager**

**Clark’s Collection Dehradun by 1589 hotels**

**April 2021 till date**

**Key Result Areas**

* Responsible for Preopening project works and operations
* Overall laying out of FO procedures, formats and SOP’s as per Clark’s 1589 hotels
* Implementation and regulation of all operations as per laid out SOP by the company
* Market analysis, Budget, Forecasting, Sales Strategy
* Coordination with all HOD’S for pre opening related work and strategies

**Front Office Manager**

WelcomHeritage Hotels - Mussoorie, Uttarakhand

September 2018 to September 2020

Key Result Areas

* Responsible for all day to day operations related to Rooms / Reservations / Rooms division operations
* Implementation and regulation of all operations as per laid out SOP's by the company
* Create schedule utilizing forecasting and scheduling tools to provide maximum efficiency and labor savings
* Resolving all interface issues to include accurate room pickup, duplicates and weekly audits
* Conduct weekly rate/sell strategy (yield) meetings with the General Manager / DOSM corporate
* Responsible for daily review of Hotel Rate / Occupancy / RevPar performance with focus on improving overall performance
* Maintaining strong working relationships with all guests & clients in order to maximize sales opportunities and generate business for the future
* Working closely with Sales to streamline the processes and improve efficiency
* Assume Manager on duty shift in absence of General Manager / Director
* Carries out annual performance appraisals for related employees, set targets for career development

**Front Office Manager**

Country Inn and Suites by RHG Mussoorie - Dehradun Ho., Uttarakhand

December 2017 to May 2018

Key Result Areas

* Hotel Operations - Front Office
* Reservations - OTA handling / Yield management / Revenue Management / B2B sales / Data analysis
* Budget Preparation in close coordination with DOSM and Director - Finance
* Cost Control in department to minimize expenses
* Training and Development of team members for their career development
* OTA Management- Domestic and international
* Sales and Marketing - B2B
* Coach, Monitor and develop team members for improved performance
* Work closely with sales and their VIP clients
* Resolve guest complaints to the satisfaction of the customers by being Guest centric, friendly and caring. Communicates to the top management in case of any unhappy guests, problems and major complaints.

**Front Office Manager**

Supertech Hospitality Pvt. Ltd. - Haridwar, Uttarakhand

January 2011 to November 2017

Key Result Areas

* Entire Front desk Operations
* Sales and Marketing (B2B and B2C)
* Public Relations with Plant heads and admin managers of Sidcul Haridwar
* OTA Management- Domestic and international
* Reservations
* Training and Development

**Front Office Executive**

ITC Welcom Group - Mussoorie - Uttarakhand

April 2009 to December 2010

Key Result Areas:

* Training and Development of Staff and Job Trainees.
* Handling of all major Front Desk and Concierge operations.
* Guest Satisfaction and resolving guest complaints.
* Handling of large conventions and groups.
* Handling VIP movements and ensuring flawless execution of their check-ins & check-outs.
* Sound knowledge of cashiering and float handling.
* Coordination with Sales Team to increase the sales volume

**Front Office Executive**

Sylverton Park Plaza - Mussoorie - Uttarakhand

November 2008 to March 2009

Key Result Areas:

* Training and Development of Staff and Job Trainees.
* Handling of all major Front Desk and Concierge operations.
* Guest Satisfaction and resolving guest complaints.
* Handling of large conventions and groups.
* Handling VIP movements and ensuring flawless execution of their check-ins & check-outs.
* Sound knowledge of cashiering and float handling.
* Coordination with Sales Team to increase the sales volume

**Sr. Front Office Assistant**

Ananda In The Himalayas - Rishikesh, Uttarakhand

May 2008 to October 2008

Key Result Areas:

* Handling entire Front Desk Operations.
* Attending Training sessions and lectures.
* Guest Satisfaction
* Coordination with other departments in running smooth Hotel operations.
* Handling all Night Shift responsibilities.
* Managing and tracking guest’s feedbacks.
* Assist front desk operations during Night shift along with Duty Manager

**Front Office Assistant**

Ananda in the Himalayas

April 2005 to April 2008

Key Result Areas:

* Handling entire Front Desk Operations.
* Attending Training sessions and lectures.
* Guest Satisfaction
* Coordination with other departments in running smooth Hotel operations.
* Handling all Night Shift responsibilities

**Education**

**Diploma in Hotel Management**

Air Hostess Academy

April 2003 to April 2004

**Diploma in Software Engineering**

NIIT

April 2001 to April 2002

**Bachelor of Science**

Garhwal University

1998 - 2001

Chemistry / Botany / Zoology

**Intermediate**

Guru Nanak Academy

April 1997 to April 1998

English / Hindi / Science

Higher Secondary

All major subjects

Guru Nanak Academy - Dehra Dun, Uttarakhand

April 1995 to April 1996

Additional Information

Proven Track record of over 15 years in Hotel Industry - Front Office Operations.

Committed to ensuring highest level of customer service at all times, resolving complaints and issues

efficiently and accurately.

Strong analytical skills, enabling sound decision making.

Adroit at implementing Quality Parameters for service area in line with International guidelines. Highly

motivated leader with good communication and people skill.

Divergent outlook with creative approach to problem solving, & the ability to deal effectively with all

levels of an organization.

Twice selected as "Employee of the month" for the month of December 2006 & March 2007 in Ananda

In the Himalayas for exceeding guest satisfaction.

Successfully completed 3 days workshop on TTT (Train the Trainer) program headed by Milon

Mukerjee

**Reference:**

Mr. Rajesh Jugran – Regional General Manager Supertech Hotels Private ltd

Mr. Anurag Singh Chauhan – General Manager Country Inn and Suites by RHG

Contact details of the above mentioned can be provided for referral checks, if required.

**Personal Details**

Date of Birth - 05 / 07/ 1981

Marital Status - Married

Hobbies - Playing and watching cricket / travelling

Place of Birth - Dehradun