

CURRICULUM VITAE

NAME: - Ashok Kamble

ADDRESS: -Post Giragaon Tal-Jath, Dist -Sangli
Giragaon - 416413.

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Objectives:

Seeking the position of a **Front Office Assistant Manager** wherein my skills, optimistic attitude and effective dealing abilities give way for the benefit of the organization on a global level.

Summary Of Qualifications :

- ❖ Strong ability to communicate in English effectively in oral as well as written form.
- ❖ Outstanding ability to keep clean, neat and professional appearance adhering its standards.
- ❖ Outstanding organizational and interpersonal skills and effectively deal with all business contacts.
- ❖ Great knowledge of property management systems.
- ❖ Strong judgment skills and effective and remarkable listening abilities.
- ❖ Strong experience in implementing, developing and evaluating guest service standards.
- ❖ Thorough knowledge of PC software.

Work History:

Grandeur Luxury Suites: Bengaluru

Duration: From 20th Feb 2019 to 20th Aug 2019, Grandeur Luxury Suites, Koramangala Bengaluru as a Front Office Manager.

Keys and Responsibilities:

- ❖ Schedules the front office staff, Supervise workload during shifts.
- ❖ Maintains working relationships and communicates with all departments, maintains master key control, verifies that accurate room status information is maintained and properly communicated.
- ❖ Resolves guest problems quickly, efficiently, and courteously.
- ❖ Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel.
- ❖ Reviews and completes credit limit report, Works within the allocated budget for the front office.
- ❖ Checks cashiers in and out and verifies banks and deposits at the end of each shift, Enforces all cash-handling, check-cashing, and credit policies.
- ❖ Conducts regularly scheduled meetings of front office personnel.
- ❖ Upholds the hotel's commitment to hospitality, prepare performance reports related to front office.

- ❖ *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. I.e. flash report, allowance etc.*
- ❖ *Monitor high balance guest and take appropriate action, Ensure implementation of all hotel policies and house rules.*
- ❖ *Prepare revenue and occupancy forecasting, Ensure logging and delivery of all messages, packages, and mail in a timely and professional manner.*
- ❖ *Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guest's managers and other employees.*
- ❖ *Monitor all V.I.P 's special guests and requests, Maintain required pars of all front office and stationary supplies.*
- ❖ *Review daily front office work and activity reports generated by Night Audit, Review Front office log book and Guest feedback forms on a daily basis.*
- ❖ *Maintain an organised and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs.*
- ❖ *Perform other duties as requested by management.*

Escape Hotel and Spa: Bengaluru

Duration: From 17th Feb 2018 to 15th Mar 2019, Escape Hotel and Spa, Indiranagar Bengaluru as a Front Office Sr. Executive.

Keys and Responsibilities:

- ❖ *Handling and dealing with Corporate Company (CVGR).*
- ❖ *Highly well mentioning front Office department and Team Members.*
- ❖ *Taking Care Of guest complaint by Resolving /Solution.*
- ❖ *Handling & dealing the Reservation by phone, email, Walk-inns, Corporate Bookings.*
- ❖ *OTA –for Revenue keep changing and dealing with online travel agents.*
- ❖ *Responsible for daily monitoring and proper training of all service levels provided by employees to fellow employees and guests.*

BluPetal A Business Hotel: Bengaluru

Duration: From 22nd May 2015 to 10th Feb 2018, Hotel BluPetal, Koramangala Bengaluru as a Front Office Executive,

Keys and Responsibilities:

- ❖ *Handling and dealing with Corporate Company (CVGR).*
- ❖ *Highly well mentioning front Office department and Team Members.*
- ❖ *Taking Care Of guest complaint and Resolving /Solution.*
- ❖ *Handling & dealing the Reservation by phone, email, Walk-inns, Corporate Bookings.*
- ❖ *OTA –for Revenue keep changing and dealing with online travel agents.*

Lords Plaza Hotels: Bengaluru

Duration: from 01st Oct 2013 to 10th April 2015 Worked with Hotel 'Lords Plaza in Bengaluru' Electronic City as a Front office Supervisor

Keys and Responsibilities:

- ❖ Responsible for preparing & analysing all reports and ensures targets.
- ❖ Supervise and oversee all the duties performed by all employees of front office.
- ❖ Checks out guests and inquiries about their stay.
- ❖ Assisted the Front Office Manager in providing customer support to walk-ins.
- ❖ Booked appointments made via email and over the telephone.
- ❖ Answered incoming calls and responded to guest's requests.
- ❖ Promoted and advertised the hotel and brand-specific marketing programs.

Royal orchid group of Hotels: Bengaluru

Duration: From 28th Feb 2013 to 25th Sep 2013 Worked with "Royal orchid group of Hotels", in Yelhanka Bengaluru, as a Front office senior Associate,

Keys and Responsibilities:

- ❖ Taking care of reservations by phone/mail/fax etc.
- ❖ Well Handling of organizational department and computer operating.
- ❖ Maintain the hotel's high standard of service and hospitality.
- ❖ Provide the maximum quality of service to the guests.
- ❖ Welcome and register guests and offer those services and room rates.
- ❖ Handle guest C/in in and C/Outs professionally and in a welcoming and specialized manner.

Pai Group of Hotels: Bengaluru

Duration: From 17th Mar 2012 to 20 Feb 2013 Worked in **Pai Group of Hotels**, in Jc Road branch **Hotel Pai viceroy** Bangalore, as a Front office Senior Associate,

Keys and Responsibilities:

- ❖ Discipline, counsel and coach employees if necessary, using proper techniques and documentation.
- ❖ Responsible for daily monitoring and proper training of all service levels provided by employees to fellow employees and guests.
- ❖ Assist with any problem in scheduled shifts on the night audit shifts.
- ❖ Responsible for monitoring and supervising that all employees follow proper cash handling procedures.
- ❖ Maintain and monitor proper front office operational supplies.
- ❖ Maintain hygiene and organization of front desk, back office and front desk closet.
- ❖ Ensure accuracy of rooming lists, groups, arrivals, amenities, etc.

Water Front Shaw Hotel: Pune(Lavasa City)

Duration: From 20th Feb 2010 to 25th Nov 2011 Worked as a Front Office Associate,

Keys and Responsibilities:

- ❖ Answers inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions.
- ❖ Keep records of room availability and guests' accounts.
- ❖ Deposits guests' valuables in hotel safe or safe deposit box.
- ❖ Checks out guests and inquiries about their stay.
- ❖ Provides and ensures high-quality guest relations. Receives and resolves guest complaints in a manner consistent with company policy.

- ❖ Works toward a 90% walk-in conversion rate goal.

Diploma in Hotel Management Project/ Training:

Water Front Shaw Hotel Pune (Lavasa City) All Operations with All Department Training.

Duration: From 15th Dec 2009 to 16th Jan 2010.

Project details:

- ❖ Handled all the front desk operations, coordinated with the guests and responded to them inquires
- ❖ Dealt with guest complaints by giving them a solution
- ❖ Responded to the guest's calls for room service, special service, emergency service and other queries.
- ❖ Transferred guest's calls to the food department effectively for breakfast, lunch and dinner orders inside the room

Education:

Name of course	University	Passing year	Percentage
SSC	Kolhapur	2006 to 2007	75.00
HSC/PUC II	Kolhapur	2009 to 2010	47.94
HMCT	PUNE	2010 to 2011	62.92
B. Com	Bengaluru	2013 to 2014	Completed

Co-curricular Activities:

- Basic computer course in Maharashtra State (MS CIT)
- Drawing & Nation language Hindi & NDA Exam.

Strength:

- ✓ To ensure was courteous and friendly services to the guest.
- ✓ Welcome and register guests and offer those services and room rates.
- ✓ Keep records of room availability and guests' accounts.
- ✓ Good knowledge of Microsoft Word, Microsoft Excel and Microsoft Outlook.
- ✓ Ability to prepare and present presentations on Microsoft PowerPoint
- ✓ Capable of browsing the internet through different browsers like, Internet Explorer, Mozilla Firefox and Google Chrome

Special Skills:

- ❖ Capable of handling the front desk along with PBX, bell, door, valet and concierge services effectively.
- ❖ Ability to keep up a top-level customer service.
- ❖ Ability to train other front office employees and maintain a relation with the staff
- ❖ Possess good organizational and interpersonal skills
- ❖ Language: Witting and oral communicate in English, Kannada, Hindi and Marathi.
- ❖ Profound ability to process cash transactions accurately.

Hobbies and interests:

- Learning different languages, reading, writing, drawing, sketching, painting, singing, listening to music and a lot more.
- Sports: Playing cricket, holly boll, carom board, Swimming etc.

Areas Of Interest:

- ✓ To handle various business development activities, identifying new opportunities and mapping new market segments
- ✓ To work sincerely and perform my best to achieve the set goals of the organization
- ✓ To utilize my customer service skills in building good relationship with different levels of people

Professional Additional Information References:

1. Mr. Sangram Baink, Front Office Manager "Hotel BluPetal" 9611151805
2. Mr. Hidayath Khan, Front Office Manger "Pai Voice Roy Hotel" 7760402612
3. Mr. Lalith Singh, Front Office Manger "Lords Plaza Hotel "9535295437
4. Mr. Ashish Dhavan, General Manager "Royal Orchid Hotel"7819829625
5. Mr. Ashish, Executive Chef "Lords Plaza Hotel" 8747059490
6. Mr. Joyson Moses, Room division Manager "Hotel BluPetal" 8867672403
7. Mr. Narayan Parulekar, Front Office Manager "Water Front Show"
8. Mr. Dheeraj Panjabi, MD – BluPetal A Business Hotel +91-9986034595
9. Mr. Abbas Rehmaya, MD- Grandeur Luxury Suites Hotel +91-9590048657
10. Ms. Soryash MD- Grandeur Luxury Suites +91-9901661295

Personal Details:

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|---------------------|------------------------------------------------------------|
| ❖ Name | : Ashok |
| ❖ Father | : Krishnappa |
| ❖ Mother | : Indirabai |
| ❖ Date of Birth | : 01-Jun-1993 |
| ❖ Sex | : Male |
| ❖ Languages Known | : Marathi, Hindi, English, & Kannada. |
| ❖ Permanent Address | : Post Giragaon TAL: Jath DIST: Sangli, Giragaon----416413 |

Declaration:

I hereby declare that the information above furnished is true to the best of my knowledge and I can authenticate my achievements.

Thank You...

Ashok Kamble

Date/ /