JITENDRA PRASAD

10 C, New Sheetal Nagar, Vijayanagar

Indore -452010 (MADHYA PRADESH)

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**ACCOMPLISHED HOSPITALITY PROFESSIONAL**

*Highly Competent and Proactive individual with an aptitude for the Hospitality Industry*

**PROFILE**



* A qualified Hotel Management Professional offering with qualitative experience in the hotel industry well versed with all operations and functions of hotel management.
* Hands on experience in especially in Front Office and handling guest history for service of regular and high profile guests.
* Ability to work with relative calm in a high pressure environment and time constraints. Professional with natural flair for building relations, customer service and proven abilities in achieving optimum level of customer satisfaction.
* Excellent communication, inter-personal and liaison skills coupled with strong leadership qualities and innovative ideas.



**PROFESSIONAL EXPERIENCE**

**“Playotel Hotels”, Indore Feb 2021 – May 2021 (Covid Laid off)**

**Operations Manager**

* Taking care of two economy scale hotels overall operations in coordination with the partner.
* Hiring & training the line managers and new front-line employees
* Closely working with all department’s heads and monitoring on costing
* Preparing for budget along with owner and implementing employee welfare schemes
* Taking care of month end reports e.g. – P & L report
* Preparing of salary sheet and maintain attendance for both units.
* Implementing new ideas on to boost F&B sale from time to time.
* Taking care of guest feedback portal like TripAdvisor and other OTA’s to boost the visibility of property. E.g. – Took my hotel to 40th rank from 70th within three months
* Focusing on walk-in and direct booking to add more revenue



**“The Oterra”, BENGALURU**

**(Formerly known as *Crowne Plaza Bengaluru Electronic City*) Aug 2019 – Sep 2020 (Covid Laid off)**

**Duty Manager -** Operations

* Ensure that check-in & check-out procedures are strictly adhered to and that the correct address and charge out details are obtained from each guest.
* To be readily available at all times to deal with problems or complaints.
* Ensure that rooms have been maintained according Oterra standards.
* Ensure maximum room occupancy within agreed overbooking policy.
* Ensure that all Front Office areas are maintained as per the standards.
* Ensure that newspapers and parcels are delivered in the rooms without delay.
* Ensure that incoming and outgoing telephone calls are handled promptly and courteously.
* To train all team members on the Standard Operating Procedures.
* Monitor the trends within the industry and initiate best practices after the approval of the Management.
* Leadership skills that utilize persuasion and motivation to attain organizational goals is the most desirable management quality, followed by honesty, integrity, ethical behaviour, tactfulness, openness, and cultural awareness;
* Ability to accept responsibility;
* Self-confidence, motivation, drive and tenacity;
* Leading upsell& The Oterra Exclusive Enrolments Programme.

**“Ramada Plaza Lucknow Hotel & Convention Centre”, LUCKNOW Oct 2018 –Aug 2019**



**Duty Manager -**Operations

* Ensure that check-in & check-out procedures are strictly adhered to and that the correct address and charge out details are obtained from each guest.
* To be readily available at all times to deal with problems or complaints.
* Ensure that rooms have been maintained according The Wyndham standards & taking care of all pre-arrival formalities of VVIP arrivals.
* Ensure maximum room occupancy within agreed overbooking policy.
* Ensure that all Front Office areas are maintained as per the standards.
* Ensure that newspapers and parcels are delivered in the rooms without delay.
* Ensure that incoming and outgoing telephone calls are handled promptly and courteously.
* To train all team members on the Standard Operating Procedures.
* Monitor the trends within the industry and initiate best practices after the approval of the Management.
* Leadership skills that utilize persuasion and motivation to attain organizational goals is the most desirable management quality, followed by honesty, integrity, ethical behaviour, tactfulness, openness, and cultural awareness;
* Ability to accept responsibility;
* Self-confidence, motivation, drive and tenacity;
* Ability to enhance organizational performance;
* Ability to clearly delegate tasks and responsibilities;
* Ability to think strategically, inductively, and creatively;
* Looking after” Medallia” , Trip advisor &Leading Wyndham Rewards hotel enrolment’s and loyalty programme



**“Ibis Mumbai Airport (Accor Hotels Group)”,MUMBAI, Aug 2016 – Jan 2018**

**Duty Manager -** Operations

* Ensure that check-in & check-out procedures are strictly adhered to and that the correct address and charge out details are obtained from each guest.
* To be readily available at all times to deal with problems or complaints.
* Ensure that rooms have been maintained according Ibis standards.
* Ensure maximum room occupancy within agreed overbooking policy.
* Ensure that all Front Office areas are maintained as per the standards.
* Ensure that newspapers and parcels are delivered in the rooms without delay.
* Ensure that incoming and outgoing telephone calls are handled promptly and courteously.
* To train all team members on the Standard Operating Procedures.
* Monitor the trends within the industry and initiate best practices after the approval of the Management.
* Leadership skills that utilize persuasion and motivation to attain organizational goals is the most desirable management quality, followed by honesty, integrity, ethical behaviour, tactfulness, openness, and cultural awareness;
* Ability to accept responsibility;
* Self-confidence, motivation, drive and tenacity;
* Ability to enhance organizational performance;
* Ability to clearly delegate tasks and responsibilities;
* Ability to think strategically, inductively, and creatively;
* And the propensity to recognize and acknowledge other peoples’ ideas.
* Looking after Le Club Accor Hotels enrolment’s and loyalty programme being a LCAH Champion
* Maximizing room revenue by focusing on walk-in and unit sale through reception...



**“CROWNE PLAZA AHMEDABAD CITY CENTRE” 5\*DELUXE, AHMEDABAD Aug 2014 – May 2016**

**(1st Acting Duty Manager – Pre-Opening Exp. Of an IHG Hotel)**

**Front Office Executive -** Operations

* To abide by the mission statement of the hotel, the department and the respective section.
* To ensure that Guest Registration Card is duly filled in prior to guest arrival and obtain signature of the Guest on the same. In case of non-availability of details check the same from the Guest and enter it in the database for future requirements.
* Ensure that the Guest is promptly allotted the assigned room courteously.
* To verify payment details in absence of any instructions to the contrary.
* To take advance payments/swipe the Credit Card imprint wherever necessary.
* To inform Guest Relations about arrival of the Guest whenever required and instruct Bell Desk to carry luggage to the allotted room
* In case of Walk-in guests co-ordinate with the Duty manager before checking in the Guest.
* Ensure that all complaints are promptly attended to and check with the Guest for Feedback.
* To inform Concierge and Housekeeping about Guest Departure.
* To have a thorough knowledge of the facilities offered by the Hotel and ensure selling of the same.
* To ensure that all brochures pertaining to the hotel and the group are available at the reception.
* To provide all assistance to the Guests for onward reservation of the Group Hotels.
* To ensure that all messages and parcels for the Guests are promptly dispatched to the Rooms.
* Ensure IHG Reward Club and Upsell targets are met as set by Front Office Manager/ Asst. Front Office Manager and management respectively.



**“RADISSON BLU HOTELS & RESORTS” 5\*,INDORE Sep 2012 – Aug -2014**

**Front Office Supervisor–**Operations

* To create 100% guest satisfaction by maintaining smooth and efficient operation of front desk processes
* Creates 100% guest satisfaction by providing ‘Yes I Can’ genuine hospitality and by exceeding guest expectations:
* Provide employees with the information needed to perform their job effectively:
* Provides guests with assistance at the front desk during the check-in and check-out processes and throughout their stay.
* Maximizes revenue and cash flow by promoting hotel services and adhering to credit and inventory control processes.
* Implement proposals to the guest satisfaction and enable growth for the organization
* Worked towards highest levels of customer satisfaction as indicated through feedbacks
* Effectively coordinate with in-house and potential guests to understand their requirements.



**“LE ROYAL MERIDIEN” CHENNAI 5\*D (STARWOOD HOTELS & RESORTS) Oct 2009 – Jan 2012**

**Front Office Associate (**Promoted from Tr. Front Office Associate**)**

* To ensure proper check/in.
* To ensure error free billing upon guest departure.
* To maintain all front desk stationary.
* To keep a eye on arrival & departure control.
* To check the pickup & drop of the day.
* To create 100% guest satisfaction by maintaining smooth & efficient operation of front desk.
* Maintain timely and accurate currency exchange and hotel impress money.



**PREVIOUS ASSIGNMENTS (INDUSTRIAL TRAINEE)**

**“THE BOGMALLO BEACH RESORT” - GOA (5\*D) (A Unit of Tulip Hotels & Resorts) Nov 2006 – Apr 2007**

**Industrial Trainee**

* **Front Office**
* **F&B Service**
* **Food Production**
* **House Keeping**



**EDUCATIONAL & PROFESSIONAL CREDENTIALS**

**Bachelor in Hotel Management & Catering Technology (B.H.M.C.T) 2005- 2009**

Affiliated by AICTE, Board W.B.U.T from Durgapur Society of Management & Science

**Higher Secondary 2003 - 2005**

Central Board of Secondary Education from D.A.V. Model School, C.F.R.I (Dhanbad)

**Secondary 2003**

Central Board of Secondary Education from Jitpur Academy School, (Dhanbad)



**Key Skills:-**

* Trained in Opera & IDS Fortune Next , Ver. 6.5& 5.0 Property Management Systems)
* Look after monthly G.S.I Scores & Front office monthly Review.
* Looking for Upsell & Walk-in reports to meet budget and setting targets for counter sale.
* Taking care towards LCAH /IHG Rewards Club / WYNDHAM Rewards loyalty recognition programme.
* Monitoring of GSI & OSAT Index of guest feedback and Medallia / VOG / Trust You.
* Good Communications skills, Team player, Adaptable, Self-motivated, Dedicated to achieve set targets.
* Ability to work and stay calm in pressured environment.
* VIP movement / Group handling champion / Problem handling leader – Guest Score
* Hands on experience in handling  VOG,Trust you and E reputation sites on line
* Made  LND dashboard and monthly TNA for the department
* Hand on knowledge of managing departmental rosters, leave planning and month end attendance report
* Handled the department efficiently in absence of FOM

**Achievement:-**



* Ranked 4TH&2ND in **Asia-Pacific Region**towards achievement of **SPG** monthly Enrolments Goal for a property in February 2011 & July 2011.
* Steady position among top enrollers for the **SPG / IHG** membership program.
* Frequently recognized by management through Bravo & Thank You Cards.
* Highest up seller of rooms & Walk-in’s
* LCAH champion of Ibis Mumbai Airport (Accor Group)
* Wyndham Rewards Champion of Ramada Plaza Lucknow (Wyndham Group)

**PERSONAL INFORMATION**



Father Name Mr.Chandra Deo Ram

Date of Birth 14 September 1988

Sex Male

Marital Status Married

Nationality Indian

Permanent Address At- New Patherbangla, Near Govt. School

Post - Bhaga, Dist. - Dhanbad, State - Jharkhand (828301)

Place of Birth Dhanbad

Hobbies Travelling

Languages Proficiency English, Hindi, Bhojpuri, Bengali

**Reference:-**



* Mr. Sumit Sinha (Front Office Manager) **, Ramada Plaza , Lucknow**
* Mr. Prasenjit Singh (Front Office Manager ) **, Fairfield By Marriott , Indore**
* Mr. Adil Shaikh (Front Office Manager), **Grand Mercure, Gandhinagar**
* Mr. Srinivas Adiga (Room Division Manager) **, The Oterra , Bengaluru**
* Mr. Sanjay Mukherjee (Front Office Manager) , **The Orchid , Pune**

(Jitendra Prasad)

Date: - Signature