## **LALIT CHANDRA UPADHYAY**

## **91/4 MAHESH BAG INDORE(M.P.)**

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***CARRIER OBJECTIVE***

***\*To be part of the service in industry. With the willingness to term & give my best stave to an inoperable part of the organization.***

***JOB DESCRIPTION***

***\*To supervise actual service of front office department service in a reception.***

**EDNUQUALICATION FICATION**

* **B.B.A. Hotel management Degree from IPS Academy Indore -2007.**
* **10+2 U.A. Board RamnagarNanital.**
* **10th U.P. Board Allahabad.**

**Organisational Scan**

**2006-2007 Hotel Soorya International I Complete my Industrial Training**

**01-03-2007 to 01-10-2010 . Hotel Elegant Classique Indore as a front office Executive.**

**01-01-2011 to 09-01-2012 Maharishi Mahesh Yogi university guest house as a front office**

**Executive.**

**01-01-2012 to 01-08-2013 Hotel Punjab Palace Raipur CG As a front office Executive**

**10-10-2013 to 12-03-2016 (Celebration Group Of Hotels (Type 3star)**

**(02 Resorts ,45 Rooms , 02Restaurant ,24 Hour coffee shop,Bar**

**Discotheque music hall for casual parties , swimming pool ,**

**Health club, 2 Banquet hall 2 conference hall)**

**20-03-2016 to- 25/09/17 Top 3 Lords Resorts Bhavnagar (Lords Group of hotels)**

**As a front office Duty manager.**

**Currently working Ratnasagar Beach Resort Ratnagiri M.H. as a front office Manager.**

**RESPONSIBILITIES**

* **Take briefing of team member, inform them of all activities in the hotel, reinforcing Standards of Excellence and promoting a strong team atmosphere and culture.**
* **Enhancing revenue and occupancy of rooms to achieve higher ARR & REVPAR.**
* **Maintaining business relation with the corporate clients who patronize the hotel.**
* **Assisting Room reservation & checking on daily room bookings.**
* **Working on MIS reports & Updating contribution of various Business source & Market segment.**
* **Monitoring Night Auditing.**
* **Monitor Profit & Loss and cash handling throughout the month. Supervise Up selling program at the Front Office .**
* **Operational interaction with senior managers.**
* **To co-ordinate with other department.**
* **To set high standard of procedure and discipline among staff and to develop a loyal and hardworking team.**
* **Be aware and able to enforce all fire-life-safety procedures. Remain current in all updates with regards to new procedures and training. Ensure staff is fully trained in emergency procedures. This position is a member of the hotel’s emergency response team.**
* **Be aware of the VIP movement for the day and check room blocking for the VIP’S / Suite room arrival for the day.**
* **Ensure GM welcome letters special amenities are placed prior to arrival time of the guests.**
* **Be aware of yesterday statistics and expected closing and house position for the day.**
* **Check high balance report and take necessary action.**
* **Do frequent round of all the areas of the Front Office like business centre, swimming pool, fitness centre and randomly check the record maintained.**
* **To ensure that all guest are escorted to the room and do a proper room orientation.**
* **Check the signed and updated registration cards for the arrival of the day , check if the C-form is completed with accordance to the local laws.**
* **Check check-out bill of the day.**
* **Update and monitor of OTA through MAXIMOJO channel manager for optimized revenue.**

* **Check- out guest and inquires about their stay.**
* **Provides and ensures high quality guest relations, receives and resolves guest complains in a manner consistent with company make manner on duty aware of any guest.**

**Hotel Softwares Knowladge:**

* **Worked with IDS 4.1 version.**
* **Worked with IDS 6.5 version**
* **IDS PM NEXT.**

**KNOWLADGE SPECIFICATION**

* **Well knowledge of check- in & check-out.**
* **Guest handling.**
* **Solving guest problem.**
* **Handling all in-coming and out-going call.**
* **Take care guest satisfaction.**
* **Doing night auditing, check in credit card, receipt book registration etc.**

**STRENGTH**

* **Dedicated, Resourceful & Decisive Individual .**
* **Self motivated & goal oriented.**
* **Function well in high stress atmosphere.**
* **Excellent work ethic.**

**PERSONAL DETAILS**

* **Father’s Name Mr. BHOLA DUTT**
* **Date of birth 07/10/1985**
* **Height 5` 8”**
* **Weight 68 kg**
* **Personal profile I believe in Honesty, Sincerity & hard Working.**
* **Hobbies Playing cricket, Reading Poets, novel**

**Sitting silently of clam place, and**

**Experiment for new dishes.**

* **Language known Hindi ,English,**
* **Nationality Indian**
* **Marital status married**
* **Sex male**

**DICLARATION**

**I Herby solemnly that all the particulars mentioned are true and correct to the best of my knowledge & believe.**

Lalit Chandra Upadhyay