**Curriculum Vitae**



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| ***Manoranjan Roul***  At.Mukulishi, Post.Darada, Ps. Basta, Dist.Balasore, – 756 022  Cell : +91 9823152360 / +91 8208930576  Email :- [roulmanoranjan120@gmail.com](mailto:roulmanoranjan120@gmail.com) |

# Summary

Professional with 09+ years of experience in Client Handling and Coordination in Hotel industry. A fast learner and have a great dedication to work. Communication and interpersonal skills along with my hospitality capabilities have helped me to achieve success in the interpersonal skills. I have held in my career.

**Career Objective:** To work in an enriching environment and to take the organization great height of achievement through hard work, honesty, Commitment and vision for the future.

**IT Skill:** Working knowledge of MS Word, MS Excel and Power Point, Adept in Emails & Internet, Windows/Dos / IDS /S Solution/Photo Shop/Software

**Experience:**

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| **The Azzaro Resorts & Spa**  Diu  20th Nov. 2012 To 15th Sep 2013    **The Dwarkadhish Lords Eco Inn**  Dwarka  20th Sep 2013 To 15th Jan .2014  **Kostomar Beach Resort**  Diu  01st Feb.2014 To 01st Oct 2014  **St Laurn Business Hotel**  Pune  07th Oct.2014 To 01st Oct 2015  **St Laurn Business Hotel**  Pune  01st Oct.2015 To 30th Sep.2016 | |  | **Trainee - Front Office Department**   * Learned all Front Office Operation. * Bell Boy Job Responsibilities, Telephone Operator, Reservations, Check-In & Check-Out. * As trainee my position provides me an opportunity to use all my skills to the fullest, including those related to the interpersonal fields.     **Senior Front Office Associate**   * Handling the Front Office Operation & Reservation. * Honor and Welcome the Guest, Communicating with the entire Guest related matters. * Keeping the track record of Check in & Check Out. * Maintaining all records of clients, corporate companies & bookers. * Taking the feedbacks & comments from the guests. * My position provides me an opportunity to use all my skills to the fullest, including those related to the interpersonal fields.   **Senior Front Office Associate**   * Handling the Front Office Operation & Reservation. * Honor and Welcome the Guest, Communicating with the entire Guest related matters. * Keeping the track record of Check in & Check Out. * Maintaining all records of clients, corporate companies & bookers. * Taking the feedbacks & comments from the guests. * Money exchange * Making a ‘c’ form * My position provides me an opportunity to use all my skills to the fullest, including those related to the interpersonal fields.   **Front Office Supervisor**   * Capable of handling the front desk, bell boy, door man, valet and concierge services effectively. * Prepare the Staff duty roaster take briefing on daily basis * Honor and Welcome the Guest, Communicating with the entire Guest related matters. * Keeping the track record of Check in & Check Out. * Maintaining all records of clients, corporate companies & bookers. * Taking the feedbacks & comments from the guests. * Deal with the guest complaints by giving them a solution * Send the daily report to F.O. In-charge & General Manager * Ability to train other front office employees and maintain a relation with the staff * My position provides me an opportunity to use all my skills to the fullest, including those related to the interpersonal fields.   **Front Office Executive**   * Capable of handling the front desk, bell boy, door man, valet and concierge services effectively. * Prepare the Staff duty roaster take briefing on daily basis * Honor and Welcome the Guest, Communicating with the entire Guest related matters. * Keeping the track record of Check in & Check Out. * Maintaining all records of clients, corporate companies & bookers. * Taking the feedbacks & comments from the guests. * Deal with the guest complaints by giving them a solution * Send the daily report to F.O. In-charge & General Manager * Ability to train other front office employees and maintain a relation with the staff * My position provides me an opportunity to use all my skills to the fullest, including those related to the interpersonal fields. |
| **St Laurn Business Hotel**  Pune  01st Oct.2016 To 01st Oct 2018 |  | | **Duty Manager**   * Capable of handling the front desk, bell boy, door man, valet and concierge services effectively. * Prepare the Staff duty roaster take briefing on daily basis * Honor and Welcome the Guest, Communicating with the entire Guest related matters. * Keeping the track record of Check in & Check Out. * Maintaining all records of clients, corporate companies & bookers. * Taking the feedbacks & comments from the guests. * Deal with the guest complaints by giving them a solution * Send the daily report to F.O. In-charge & General Manager * Try to maintain good relation with all hotel staff as well as the regular guest. * Ability to train other front office employees and maintain a relation with the staff * My position provides me an opportunity to use all my skills to the fullest, including those related to the interpersonal fields. * Try always to achieve our budget given by management. * Keeping good relation with all OTA and maintaining the rate disparity. * Always try to increase the room revenue through corporate booking. |
| **St Laurn Business Hotel**  Pune  01st Oct.2018 To 20th Feb 2020 |  | | **Reservation Manager**   * Capable of handling the front desk, bell boy, door man, valet and concierge services effectively. * Prepare the Staff duty roaster take briefing on daily basis * Honor and Welcome the Guest, Communicating with the entire Guest related matters. * Keeping the track record of Check in & Check Out. * Maintaining all records of clients, corporate companies & bookers. * Taking the feedbacks & comments from the guests. * Deal with the guest complaints by giving them a solution * Send the daily report to F.O. In-charge & General Manager * Try to maintain good relation with all hotel staff as well as the regular guest. * Ability to train other front office employees and maintain a relation with the staff * My position provides me an opportunity to use all my skills to the fullest, including those related to the interpersonal fields. * Try always to achieve our budget given by management. * Keeping good relation with all OTA and maintaining the rate disparity. * Always try to increase the room revenue through corporate booking. |
| **Ramada Encore By Wyndham** Kevadia.  16th Oct.2020 To 25th Dec 2020 |  | | **Assistant Front Office Manager**   * Take briefing on daily basis * Honor and Welcome the Guest, Communicating with the entire Guest related matters. * Maintaining all records of clients, corporate companies & bookers. * Taking the feedbacks & comments from the guests. * Deal with the guest complaints by giving them a solution * Send the daily report to General Manager * Motivate the staff to work as a TEAM. * Ability to train other front office employees and maintain a relation with the staff * My position provides me an opportunity to use all my skills to the fullest, including those related to the interpersonal fields. * Try always to achieve our budget given by management. * Always try to increase the room revenue through corporate booking. |
| **Vaishnavi Clarks Inn,**  **Deoghar.**  **30th July 2021 To Continue…** |  | | **Front Office Manager**   * Take briefing on daily basis * Honor and Welcome the Guest, Communicating with the entire Guest related matters. * Maintaining all records of clients, corporate companies & bookers. * Deal with the guest complaints by giving them a solution * Send the daily report to General Manager * Motivate the staff to work as a TEAM. * Ability to train other front office employees and maintain a relation with the staff * My position provides me an opportunity to use all my skills to the fullest, including those related to the interpersonal fields. * Try always to achieve our budget given by management. * Always try to increase the ARR. * Preparing MIS Report on every month basic. |

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| **Educational Qualification** |  | * Diploma of Hotel Management from – AMCMT Baripada, 2012. * H.S.E from Jamsuli Laxmi Narayan Mahavidyalaya 2011. * B.S.E from Kothia RMHS 2009. |
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|  |  | **Personal Details** |
| Father’s NameDate of BirthSexMarital StatusNationalityReligion |  | * Mr. Purna Chandra Roul * February 25, 1993 * Male * Unmarried * Indian * Hindu |
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| Languages known |  | * English, Hindi & Oriya   (Reading, Writing & Speaking) |
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| Interests & Hobbies |  | * Traveling to far off places * Meeting People, listening to music. |

***Manoranjan Roul***