**CURRICULUM VITAE**

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**SACHINDRA SINGH**

Plot No – 30, Rehmanpur, Chinhat, Lucknow, U.P-226028

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Email Id: singhsachindra24@yahoo.com

* To join a fast-growing progressive organization & reach a prospective position through hard work, dedication, & sincerity.
* To work in an innovative team environment and make a positive contribution to the company objectives.

##### Educational Qualification:

* Successfully Completed Bachelor of Commerce from DDU Gorakhpur University (U.P) in 2010.
* Successfully Completed 12th class from CBSE Board in 2007.
* Successfully completed 10th class from CBSE Board in 2005.

**Professional Qualification:**

* Completed One Year Diploma in Aviation, Hospitality and Travel Management from Frankfinn Institute of Air Hostess Training.
* Basic knowledge of Computer

Achievement:

* I got Two-times best employee of the month, August& September 2013 in Cambay Groups of Hotels and Resorts.
* Strong technical skills with proficiency in MS-Office, MS-Word, Excel, PowerPoint, IDS V4.1.70, IDS 6I, Fidelio,JVD Key card system and the internet.

**Work Experience:**

* Currently working with **Syona Residency by Avexia Hotels, Lucknow** as a **Front Office Manager** from 22nd Dec 2020.
* I have 2 Years 4 Months work experience with **Hotel Millenia Regency, Lucknow** as a **Front Office Manager** from (1st June 2018 to 31st Oct 2020).

**Duties and Responsibility: -**

* Administer all operations of front desk operations such as concierge service and guest relations.
* Maintain records of room inventory for facility and ensure optimal level of customer satisfaction.
* Monitor all activities of front desk on everyday basis and ensure compliance to all policies and procedures to maintain exceptional quality of services.
* Hire and train new front desk associates in all hotel policies and procedures and everyday activities.
* Maintain records of all data and forecasts arrival and departure of guests on an everyday basis and ensure an effective night team to ensure smooth operations.
* Analyze all guest complaints and requests and ensure timely resolution for all.
* Supervise working of all team members and ensure achievement of all front office objectives according to quality standards.
* Monitor work of housekeeping staff and ensure efficient maintenance of all rooms according to hotel standard.
* Prepare front office schedule and ensure compliance to same and get it approve by Resident Manager/General Manager.
* Monitor all guest ratings and comments for hotels and evaluate same to improve all services.
* Prepare reports.
* I have 2 Years 7 Months work experience with **World Square Hotels, New Delhi NCR** as a **Duty Manager** and Promoted as a **Asst. Front Office Manager** on 02nd April 2017 from (26th Oct 2015 to 20th May 2018)

**Duties and Responsibility: -**

* Ensure Hotel Best Standards are adhered to at all times.
* Oversee and supervise all duties performed by all Front Office employees.
* Ensure that all Front Office employees complete their essential duties before their departure.
* Ensure that all Front Office employees are posted at their stations at posted time.
* Monitor and maintain proper Front Office operational supplies.
* Accountable for maintaining and monitoring that all employees follow proper cash handling procedures.
* Ensure accuracy of groups, rooming lists, billing, amenities, arrivals, etc.   
  Maintain cleanliness and organization of back office, front desk, and front desk closet.
* 01 Year 02 Month Work Experience with **Aagami Hotel, New Delhi** (Earlier Known as **Check-inn Hotels**) A unit of Naman Group of Hospitality as Sr. Front office Executive from 14th Aug 2014 to 10th Oct 2015.

**Duties and responsibility: -**

* Responsible for the smooth functioning and for the satisfactory rooming and welfare of all guests.
* Responsible for Reception, Concierge operations, Hospitality and Cashier.
* Liaise with different departments for smooth and coordinated work.
* Ensure cleanliness of all areas under the Front Office viz., Lobby, corridors, main staircase and drive away.
* Ensure to interact with the guests & enable the team to understand guest requirements.
* Ensure that the arrivals and departures for the day and relevant records are maintained  
  Authorize courtesies for V.I.P's.
* Ensure that regular training is conducted as per the standards.
* Deal with the inquiries and complaints of the Guests tactfully and initiate follow-up action.
* Responsible for maintaining high level of room sales, by up selling.
* Ensure that the log book is maintained.
* To check whether the following records are kept in order and up to date:  
  "C" forms &  
  b) Reception / Information Log Book
* 01 Year 09 Month Work Experience with **Cambay Groups of Hotels and Resorts, Ahmadabad** as a Front office executive from 15th Nov 2012 to 10th Aug 2014.

**Duties and responsibility: -**

* Great all Guests at all the time in a friendly and helpful manner, and attempt to learn and use Guest’s names at every opportunity.
* Upon Check in, ensure that the Guest completes his registration card completely and legibly, and that the guest is assigned a room of the Type and the rate indicated on the Reservation.
* Accommodate Guest’s special requests whenever possible assist in per-registration and room blocking whenever necessary.
* Stay up to date on Room Rates, Special Packages, Discounts and how to handle each.
* In the case of Walk in, the Guest should be sold a room with the Highest Possible room rate.
* To use the up-selling techniques in order to maximize the Rooms Revenue.
* Being Knowledgeable of all the Credit cards and cashing Policies, and How to Handle Cash properly and efficiently.
* Develop Detailed Knowledge of the Rooms Locations, Facilities and Types.
* Develop Detailed Knowledge of the Hotel’s Key Personnel, service, outlets, and hours of operation for each.
* Handle the Safe Deposit Boxes according to the Hotel procedures.
* Prepare and report guests with High Balance to the attention of the Front Office Manager.
* Be thoroughly aware of the Hotel Reservation System, and cancellation policy.
* Communicate with all other departments through the proper channels, and through the Communication Forms.
* Promptly notify the Housekeeping of all check outs, early check in, special requests in the rooms.
* 01 Year 07 Month **Hotel Corus, New Delhi**, as a Front Office Associate. (02nd April 2011 to 31st Oct 2012).

**Duties and responsibility: -**

* Handling room reservation, Check in and Check outs etc.
* Effectively handled guest request and complaints.
* Assist the management in learning and development activities for the team.
* Handled night audit report.
* Good in up selling strategies.
* Guiding the hotel guest about tour and travel information, baggage handling etc.

**Job Responsibilities Include:**

* Handling queries of Guest through phone at reception.
* Attending Guest at reception and preparing bills using software called Fortune Genie 4.1 (IDS) & IDS - 6I, Fortune Next V6.5001.9.
* Assuring all the given tasks are completed in stipulated time.
* Achieving and maintaining standards of Quality.

**Knowledge of Software Packages:**

* Intellectual Data System [IDS 4.1]
* Intellectual Data System [IDS 6I]
* Intellectual Data System [Fortune Next V6.5001.9]
* Fidelio Front Office
* Vision Ving Card [Computerized Key Card System]
* JVD Key Card System

**Essential Key Skills:**

* Positive attitude towards learning.
* Excellent listening ability to get along with senior managers and co-ordinate with them.
* Honest, Loyalty, Sincerity, Hardworking.

**Language Proficiency:** English & Hindi.

Personal Profile:

* Father Name Mr. Birendra Pratap Singh
* Date of Birth 15/04/1990
* Height 178 cms
* Weight 71 kg
* Eye Sight Normal
* Passport No J 8776537
* Date of Issue 25/07/2011
* Date of Expiry 24/07/2021
* Marital Status Married
* Nationality Indian

**Declaration:**

I hereby declare all the above statement are true, correct and complete to the best of my knowledge.

**Date:**

**Place:**  **SACHINDRA SINGH**