

## YOGESH PRAFULL PATIL

F-101/125-A Krishna Nagar Boisar ( East )

Dist : Palghar, Maharashtra, India. 401501

• +91-9119511080 • y2patil11@gmail.com

### BHM- FRONT OFFICE OPERATIONS, SALES & ADMINISTRATION



### OBJECTIVE

To achieve excellent track record in organization where I can enhance my skill and strengths in conjunction with company's goals and objective.

**INSPIRATION : "Never, never ever give up"- Winston Churchill, Sir**

### SKILLS

- Problems solving
- Teamwork & Leadership
- Interpersonal Skills
- Foreign Language
- Flexible & Multitasking

### JOB RESPONSIBILITIES

Experienced in Front Office Operation and Sales. More than 11 years of experience in hospitality. Presently handling front office, reservation, room division, sales, guest relations, food & beverage, customer care & support, logistic and online process.

- To ensure staff are delivering quality service to the guest as per hospitality standards.
- Checking all reservations-FIT, walk-in, corporate. Opening & closing room inventory and updating by using online software.
- Making sales call, sending emails, promotions letters, festival offers discounts and corporate offers quotation to the clients for generate seasonal and competitive business.
- Monitor and coordination between all departments for smooth & efficient operations. Assessing and reviewing customer satisfaction and service recovery process.
- Providing timely and constructive feedback to all direct reports as and when required either formally or informally.
- Maintains master key control.
- Resolves guest problems quickly, efficiently and courteously.
- Reviews and completes credit limit / high balance 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 staff and making duty roster for front office staff
- Maximize room revenue and occupancy by reviewing status daily.
- Analyses rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily.
- Monitor high balance guest and take appropriate action.
- Ensure implementation of all hotel policies and house rules.
- Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis, and simple configuration changes.
- 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 guests, managers and other employees.
- Monitor all V.I.P 's special guests and requests.
- Review daily front office work and activity reports generated by Night Audit.
- Make lists of potential clients and conduct surveys to identify customers actively seeking a hotel
- Contact customers via calls or arranged meetings to discover their needs and requirements.
- Actively seek out new sales opportunities through cold calling, networking and social media
- Prepare and present sales proposal to potential clients, highlighting the best features and qualities of the hotel
- Provide customers with a list of available services and their accompanying prices and offer discounts when necessary
- Oversee the booking and reservation of space in a hotel to ensure availability and proper arrangement
- Conduct price negotiations with customers on behalf of the hotel management to reach a favorable bargain for both parties
- Coordinate and organize the details of an event such as catering, lodging, seating, and security

- Maintain contact with clients to obtain feedback and to discuss opportunities for future business deals
- Set annual budgets and implement strategies effective for achieving set targets
- Perform other duties as requested by management.
- Available on call 24/7 hours to resolve any urgent problems or emergencies.
- **Knowledge of hospitality software:** - Win-HMS, IDS, Win Touch, RMS, Fidelio & Galileo.

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## PROFESSIONAL EXPERIENCE

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- **Working with Regenta Cental North Goa by Royal orchid Group** – As a Front Office Manager from January 2021 to March 2021.
- **Worked With Pal Fashion Pvt Ltd** - As a Dept Head of shopnari.com from April 2019 to December 2020.
- **Worked With New Hotel Lda, East Africa** - As a Front Office Manager from July 2017 to April 2019.
- **Worked With Hotel Sea Princess** - As a Lobby Manager from December 2016 to July 2017.
- **Worked with Royal Orchid Central** – As a Duty Manager from May 2016 to October 2016.
- **Worked with Hotel Sea Princess** – As a Lobby Manager from July 2015 to May 2016.
- **Worked with Hotel Le Sutra** – As a Guest Relation Executive from January 2013 to July 2015.
- **Worked with Panoramic Hotels & Resort** – As a Front Office Executive from July 2011 to July 2012.
- **Worked with Pallavi a'VIDA**, – As a Front Office Executive from April 2010 to June 2011.
- **Worked with Royal Challenge Restaurant** – As a F&B Captain from April 2008 to March 2010.
- **Worked with Spark Restaurant** – As a F&B Captain from March 2006 to April 2008.

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## EDUCATIONAL QUALIFICATION

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Qualification	Pass out year	Board /University	Percentage
Bachelor of Science in Catering & Hotel Administration	2015	Alagappa University	78.30%
Diploma in HMCT	2010	Maharashtra State Board	54.42%
H.S.C	2009	Maharashtra State Board	42.33%
S.S.C	2005	Maharashtra State Board	57.20%
<b>OTHER QUALIFICATION :</b> 1. C-DAC Software: Level I & II Examination from Pune. 2002-2004 2. Diploma in Office Automation. 2005-2006 3. CCS from APTECH Education, Palghar-Mumbai. 2006-2007			

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## PERSONAL DETAILS

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**DATE OF BIRTH** 11<sup>th</sup> Oct 1986  
**MARITAL STATUS** Married  
**NATIONALITY** Indian  
**LANGUAGES** English, Hindi, Portuguese, Marathi, Gujrati  
**HOBBIES** Listening Music, Gym, Swimming, Photography.

I hereby declare that the information furnished above is correct and true to the best of my knowledge and belief.

**YOGESH PATIL**