**SAGAR SINGH**

HIG- 46, K-5

Kalinga Vihar

Bhubaneswar

Odisha-751019

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**OBJECTIVE:**

To be honest with work, to achieve targets with best efforts and knowledge for the development of the organization and self with special skills and abilities and experience gained in the professional journey.

**ACADEMIC PROFILE:**

* Graduated with a **Bachelors degree of Hotel management from the IHM Ranjita**, C V Raman College of Engineering, Bhubaneswar, Odisha. (2005-2009)
* Completed B. Arts from North Orissa University. (2002-2005)
* Completed Intermediate (10+2) from board of intermediate education,(Orissa) (2000-2002)
* Completed S.S.C from Board Of Secondary Education,(Orissa) (2000)

**COMPUTER SKILLS:**

* P.G.D.C.A from NIIT (Balasore).
* Well versed in PMS (IDS) Hotel Operating Package.

**Professional Experience / Career Profile:**

* **SWOSTI CHILIKA RESORT: From 21st Jan, 2018** to 4th Sep,2021

Ganjam, Odisha

**Designation: - Operation Manager**

* Lead the resort operations at Swosti Chilika Resort.
* A 5\* Resort with 78 villas 3outlet and 3 conference Halls.
* Developed the strategies for business development
* Lead the team of 180 staff members.
* Conducted weekly sales performance review
* Made new strategies to achieve revenue budgets.
* Extended impeccable services to guests. Staff retention and grooming as per company’s requirement.
* Upgraded the infrastructure and evaluation of staff performance for their professional growth.
* **ELLAA HOTELS 5\*(Preferred Hotels & Resorts): 19th Nov, 2012 To 10th Jan,2018.**

Hill Ridge Springs, H. No. 2-55/HKancha Gachibowli, ISB Road

Hyderabad, AP-500032, India

Designation: Front Office Manager & **iPrefer Ambassador, representing Ellaa Hotels, Hyderabad**

* Customer Satisfaction (Guest Feedback, Social Media Review).
* Financial Performance (Up selling, Room Revenue, Operation Auditing).
* Initiator, Problem Solving, Staff Training, Team Leading.
* Managed and motivated the Front Office team in order to provide a high standard of service for customers.
* Welcomed guests and fostered customer loyalty.
* Developed high quality relationships with guests throughout their stay.
* Handled guest complaints or contentious issues that cannot be settled directly by team members by providing a fast solution.
* Oversaw and supervised guest arrivals and departures with the front office executive and duty managers.
* **Provided high level of customer service and maintained a high profile** in the day to day front office operations.
* Ensured personalized service to each and every guest.
* Ensured that the pricing policy and internal audit procedures are duly applied.
* Supervised the management of debtors, group and individual guest invoicing and cash operations.
* Monitored all executive floor executives to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival to departure.
* **Reviewed arrival list for all arrivals and VIPs to check room allocations, amenities and special requests**.
* Prepared monthly and daily revenue report and circulated to all HOD's.
* Prepared Room revenue and occupancy forecast, took action on rate strategies.
* Involved in recruitment of new team members for front office.
* Integrated and trained employees, providing support for development of skills.
* Ensured team members had the current knowledge of hotel products, services, facilities, events, pricing and policies and knowledge of the local area and events.
* **Made sure that the hotel's pricing policy and sales pitches were duly applied in order to optimize REVPAR**
* Had a good knowledge of all systems and standard operating procedures of front office.
* Ensured that guest documentation and information was available and up-to-date.
* **MANASAROVAR THE FERN HOTEL 5\* (Concept Hospitality): 04th May,2012 to 11th Nov,2012**

Chiran Fort Club, U.S Consulate Lane,

Begumpet, Secunderabad

Designation: Trainee Duty Manager.

* Responsible for the Front Office day to day operations.
* Established and monitored cost and expense control systems and procedures to achieve budget operating results.
* Self scheduled to be on counter during peak operation hours, checking on standards of services, and cleanliness.
* Liaised closely with other Departments and emphasized on excellent inter-departmental relations considering other departmental procedures and policies.
* Delegated authority and responsibilities to direct subordinates without relinquishing ultimate responsibility for the operation.
* Entertained regular and potential clients and maintained excellent guest relationship.
* Personally and frequently verified for proper guests service with the best possible service available.
* **ELLAA HOTELS 5\* (Preferred Hotels & Resorts): 10th Nov,2010 To 30th Apr,2012**

Hill Ridge Springs, H. No. 2-55/H

KanchaGachibowli, ISB Road

Hyderabad, AP-500032, India

**Designation: Sr. Front Office Executive.**

* Responsible for the Front Office day to day operations.
* Established and monitored cost and expense control systems and procedures to achieve budget operating results.
* Self scheduled to be on counter during peak operation hours, checking on standards of services and cleanliness, greeting and assist in the check in of guests and escorts VIP guest to the room.
* Was demanding and critical to service standards as well as hygiene standards.
* Took part in Front office shift wise briefings Reads, acknowledges, actions and follow-ups on the Front desk log notes.
* Periodically inspected rooms to ensure cleanliness and well maintained rooms.
* Patrols assigned areas frequently to ensure cleanliness and well maintained areas and submitted the reports.
* Liaised closely with other Departments and emphasized on excellent inter-departmental relations considering other departmental procedures and policies.
* Delegated authority and responsibilities to direct subordinates without relinquishing ultimate responsibility for the operation.
* Entertained regular and potential clients and maintained excellent guest relationship.
* Personally and frequently verified that guests in the operation received the best possible service available.
* **Hotel Inner circle 3\*: 01st May, 2009 to 31st Oct,2010.**

Somajiguda,

Hyderabad, Andhra Pradesh,

India.

**Designation: Front Office Assistant.**

* Worked as a team player at the Front desk.
* Achieved guest satisfaction by providing prompt and efficient service.
* Followed standard telephonic etiquette.
* Responsible for pre-registrations, spot registration and room assignment.
* Special request accommodation whenever possible.
* Best knowledge about room locations, types of rooms available and room rates, best usage of front desk equipments.
* Handled paid outs, cash, foreign currency, allowance voucher, and bill transfer.
* Used proper mail, parcel, and message handling procedures.
* Co-ordinated and communicated with related departments to ensure guest request and complaints to be handled effectively and efficiently

**INDUSTRIAL EXPOSURE:**

TAJ RESIDENCY (Vishakhapatnam)

* Job Profile : Specialization Training in Front Office (2 Months)

HOTEL TRIDENT HILTON (Bhubaneswar)

* Job Profile : Industrial Trainee (6 Months)

**EXTRA CURRICULAR ACTIVITIES:**

Playing and watching cricket, listening to music, bowling and traveling.

**COMPETENCIES:**

* Enthusiastic and fast learner
* Work effectively with diverse groups of people.
* Responsible and passionate about finishing assigned tasks to perfection.
* Sincere with a high level of integrity.

**LANGUAGES KNOWN:**

* English     : Read, Write and Speak
* Hindi        : Read, Write and Speak
* Oriya       : Read, Write and Speak
* Bengali    : Speak