



# Gaurav Joshi

Front Office Manager

House No 39 , Amolak Enclave ,  
Near Alpine Residency ,  
Zirakpur , Punjab -140603

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## OBJECTIVE

## EDUCATION

Nanyang Institute of Hospitality  
& Tourism Bachelor's Degree  
Singapore Graduated May 2010

### SUMMARY

\*Experienced and reliable  
customer service with extensive  
experience

\*Professional with fifteen years  
of experience in the hospitality  
industry & Customer service

\*Increased customer retention  
rate by 11% through advertising  
and marketing

## EXPERIENCE

Jan-23 to Aug-24

• Front Office Manager • Regenta Place Mohali by Royal Orchid  
Hotels

April-22 to Dec-22

• Front Office Manager • Regenta Place Shimla by Royal Orchid  
Hotels

Aug-18 to April-22

• Front Office Manager • Regenta Inn Rishikesh by Royal Orchid  
Hotels

Jan-18 to Aug-18

• Front Office Manager • Regenta Central Cassia by Royal Orchid  
Hotels

May-15 to Dec-18

• Assistant Front Office Manager • Regenta Almeida by Royal  
Orchid Hotels

Dec-12 to May-15

• Front Office Executive • Regenta Ashok by Royal Orchid Hotels

May-11 to Dec-12

• Front Office Assistant • Best Western Maryland

Aug-09 to May -10

• Industrial Trainee • Holiday Inn Orchid City Center

- Assuring quality control of accommodations and responds to guest needs and resolves any issues that may arise and also ensure that every guest receiving prompt attention and personal reorganization throughout the hotel and strive to achieve optimum operating result while providing guests with the highest level of service and satisfaction during entire stay.
- Report directly to and communicate with the General Manager on all pertinent matters affecting guest service and hotel operation.
- Handling OTA Rates by extranet.
- Response to all reviews posted by guest and handling negative reviews.
- Ensure team members have current knowledge of hotel products, services, pricing and policies, as well as awareness of the local area, and are continuously trained to learn and understand policies and practices.
- Always coordinate with Housekeeping on checking discrepancies and control the room availability in back to back situations.

## KEY SKILLS

Customer Handling  
IDS software  
Adobe Photoshop: Intermediate

## Hobbies & Interests

Playing Video Games  
Driving  
Listen to Music  
Learn New Knowledge

## Personal Details

Father name : Sh. Shiv Om Joshi  
Religion : Hindu  
Date of birth : 11/11/1985  
Sex : Male

## REFERENCES

Mr. Vivek Sharma  
General manager  
8699257838