ABHINAY CHANDRA SRIVASTAVA

Front Office Manager / Handling OTA'S & Revenue Management

+91-6386126990

abhinay\_chandra48@yahoo.com

CAREER OBJECTIVE

To work in a challenging position in a professionally managed and dynamic organization with independent responsibility, having good career growth & continuously learn, turn knowledge into value for the benefit of my employer & also to perform work at the highest level of quality & commitment as well want a career which is exciting, challenging & rewarding.

WORKING EXPERIENCE TOTAL 12 + YRS OF EXPERINCE

Woods At Sasan Gir

By 1000 Island Hotels & Resort

38 KEY HOTEL & RESORT

21st Feb 2024 To till Date

POSITION – FOM

* Trains, cross –trains, and retrains all front office personnel.
* Participates in the selection of front office personnel.
* Supervises workload during shifts.
* Evaluates the job performance if each front office employee.
* Maintains working relationships and communicates with all departments.
* Verifies that accurate [room status](https://setupmyhotel.com/homepage/hotel-management-glossary/room-status.html) information is maintained and properly communicated.
* Resolves guest problems quickly, efficiently, and courteously.
* Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel.
* Works within the allocated budget for the front office.
* Checks [cashiers](https://setupmyhotel.com/homepage/hotel-management-glossary/billing-clerk.html) 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 personnel.
* Upholds the [hotel](https://setupmyhotel.com/homepage/hotel-management-glossary/hotel.html)'s commitment to [hospitality](https://setupmyhotel.com/homepage/hotel-management-glossary/hospitality.html).
* Prepare performance reports related to front office.
* Maximize room revenue and [occupancy](https://setupmyhotel.com/homepage/hotel-management-glossary/occupancy.html) by reviewing [status](https://setupmyhotel.com/homepage/hotel-management-glossary/room-status.html) daily. Analyze rate variance, monitor credit report and maintain close observation of daily house count.
* Monitor high balance guest and take appropriate action.
* Ensure implementation of all hotel policies and house rules.
* Prepare revenue and occupancy forecasting.
* Monitor all V.I. P’s special guests and requests.
* Review daily front office work and activity reports generated by Night Audi

PREVIOUS WORK EXPERIENCE

POSITION – FRONT OFFICE MANAGER



15THAPRIL 2021 01st FEB 2024

45 KEYS PROPERTY

POSITION – FRONT OFFICE MANAGER



THE FERN RESIDENCY, SARNATH

18THOCT 2019 TILL 15TH DEC 2020

45 KEYS PROPERTY

POSITION – FRONT OFFICE MANAGER



COMFORT INN BENARES

01st Oct 2018 TILL 15th Oct 2019

26 KEYS PROPERTY

POSITION – FRONT OFFICE MANAGER



**HOTEL CITY INN VARANASI**

04th AUG 2014 TILL 30TH SEP 2018

79 KEYS PROPERTY

POSITION –DUTY MANAGER



CLARKS EXOTICA BANGALORE

130 ROOMS PROPERTY

25TH JUNE 2011 TILL 30TH JUNE 2014

POSITION –DUTY MANAGER



INDIA VARANASI

64 KEYS PROPETY

20TH JULY 2010 TILL 10TH JUNE 2011

POSITION – FRONT OFFICE EXECUTIVE



HOTEL GT STAR RAIPUR

70 KEYS PROPERTY

01ST MAY 2008 TILL FEB 2010

POSITION – FRONT OFFICE ASSISTANT



**THE HOTEL PARK PLAZA SYLVERTON**

46 KEYS PROPERTY

01ST APRIL 2007 TILL MARCH 2008

**INDUSTRAIL TRAINING**



The Hotel Grand is one of the Premier Luxury Five Star Hotel located very near to the International AirPort, New Delhi. We cater lots of corporate such as Pepsi, Coke, Hindustan Lever, Infosys etc.Did industrial training from Hotel the Grand, New Delhi in the year 2003-2004 (from 24th November 2003 to 24th May, 2004).

**PERSONAL DETAILS**

I was born on 12th April, 1984 at Lucknow, UP. Spent my childhood in Lucknow and completed matriculation from UP Board, Allahabad, then went to Dehradun for my Graduation. I have completed one year Diploma Programme in Hospitality Services Management from Food Craft Institute, Dehradun, and Uttarakhand in the year 2004.Iwas also associated with People for Animal Society run by Mrs.Meenka Gandhi. I have a passion for traveling and know about different culture and cuisine.

**DECLARATION**

I Understand that all the information’s given gerein are correct and true in best in my knowledge, if found false my candidature for the post is liable to be cancelled.

ABHINAY CHANDRA SRIVASTAVA

Date:

Place:

