**CURRICULAM VITAE** 

BALA CHANDRA. B,

D.No. 27-413/A,

Janakara palli, Ph +91-7674009419(whatsapp)

Chittoor-517002. Email:balab692@gmail.com



### CAREER OBJECTIVE

* To take up responsibility and fulfill it to the best of my capabilities and find challenging assignments at the work environment that would enable me to use my experience in Guest Management, thus benefiting the organization.
* To constantly learn and climb the ladder in a dynamic and esteemed organization as yours.

**EDUCATIONAL BACKGROUND**

* **D**iploma In **H**ospitality **M**anagement from Sri Venkateswara Institute of Hotel Management

And Catering Technology, Tirupati.

**(AMERICAN HOTEL & LODGING ASSOCIATION)**

* Intermediate From Sri Vidya Vikas Junior College, Chittoor.
* S.S.C from Ravindra Bharathi Residential High School, Chittoor.

### SOFTWARE KNOWN:

• **IDS Next, WIN HMS, DLS, Lucid Promis**

#### PROFESSIONAL EXPERIENCE:

* Present working as a Front Office Manager in **Hotel Pai Viceroy, Tirupati** from Nov 23 to till date.
* As a Front Office Manager in **Hotel Masineni Grand, Anantapur** from May 2022 to Sep 2023.
* As a Front Office Manager in **Hotel Pai Viceroy, Tirupati** from December’19 to May 2022.
* As a Front Office Manager in **Hotel Samaher, Sohar, Sultanate Of Oman** from December’15 to to Nov’19.
* As a Front Office In-charge in **Hotel Saroj Krishna, Chittoor** from April’13 to November’15.
* As a Front Office Executive in **Hotel The Bans chittoor**, From Dec’10 to March’13

* As a Front Office Supervisor in **Hotel Dr .Raj kumar International, Bangalore**. from Jan’10 to Oct’10
* As a Front Office Associate in **Hotel Trinity Isle, Bangalore** from April’08 to Dec’09.

### Job Duties & Responsibilities:-

● Manage day-to-day operation of the hotel front office.

● Managing the operational activities of the hotel front desk within hotel guidelines to provide

The highest standard of courteous service levels.

● Assign co-ordinate & and Managing work activities of Front Desk personnel.

● Ensure work is completed to include , shift closing, room deposits, refunds and rebates.

● Achieve optimum sale of rooms through proper yield management.

● Initiate action on all group reservation and blocking rooms in the reservation register & system

● Complete statistics prepared on a daily/weekly or a monthly basis as per procedure

● Train and develop Front Desk Agents,Prepare staffing.

● Prepare and conduct Front Desk meetings for best Hospitality and resolve issues.

● perform house counts and review daily arrivals, identify potential problems with rooms activity

And take appropriate action.

● Provide information and direction to staff to achieve maximum occupancy.

●Review and resolve dispute accounts and House Keeping discrepencies.

●Prepare a sift briefing to communicate activities, short take training, and any problems and special

Information to the next shift.

●Taking care of C-Forms, Check-in and Out Procedures.

●Take personal responsibility for indulging guest service conflicts.

# PROFESSIONAL QUALIFICATIONS

* Basic computer applications like Microsoft Word, Excel &Internet Applications

### STRENGTHS

* Good communication skills
* Able to record information accurately
* Able to lead a Team
* Able to project a professional manner at all times
* Good interpersonal skills
* Flexible
* Able to indulge the guest in difficult contexts.

**EXTRA CURRICULLAR ACTIVIES:**

**●** Appreciation for well Organized Food Festival(Mexican).

**●** Participation in National Seminar on Grooming Hospitality Professional for

Future Demands.

**●** Appreciation for the best co-ordination as a key player in my College.

**HOBBIES**

● Playing Cricket

### LANGUAGES KNOWN

* English, Hindi, Telugu, Tamil & Kannada.
* ARABIC

### PERSONAL DETAILS

* Date of Birth  **:** 12-05-1981
* Nationality **:** Indian
* Father’s Name **:** Babu Naidu.D
* Contact Number : +91-7674009419

**(Bala Chandra)**