



ABNISH KUMAR

Front Office Manager



ABOUT ME

Competent and result-oriented hotel management professional with **over 13.5 years** of experience across three major core areas – Front Office, Reservation and Customer Handling; with proficiency OPERA – PMS, Inn Front, IDS. Sought of overcoming the sea of hospitality to make a name and not to leave any stone unturned for the customer satisfaction and goal achieve.



HARD SKILLS

Customer-orientation

Impeccable interpersonal and communication

Problem-solving ability

Multitasking skills

Flexibility and adaptability

Ability to organize, inspire, and lead the team

Stress-tolerance

Conciliatory nature



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WORK EXPERIENCE

Lemon Tree, Ahmedabad |

Front Office Manager | 2015 – Present

Lemon Tree is a chain of upscale business and leisure hotels that elevates the Lemon Tree experience while retaining the same freshness, quirkiness and energy our brand is well known for. Lemon Tree Premier pampers the style conscious and upbeat traveler with its personalized services, premium in-room amenities, award winning restaurants and fun experiences.

❖ KEY ACCOUNTABILITIES :-

- ❖ Takes care of entire department & coordinates with all departments to run the operation smoothly.
- ❖ Established front office operations functions involving designing & implementing systems, policies & procedures to facilitate smooth operations and control.
- ❖ Reporting to Unit General Manager and responsible for monitoring day-to-day operations of the department comprising of front desk, concierge, travel desk, business centre and Welcome Assistance (Switchboard).
- ❖ Monitoring expected arrivals for the day, VIP's, Single lady guest, long stay guest and ensuring rooms are assigned and allocated according to guest preferences by room controller.
- ❖ Coordinating with housekeeping and other departments to ensure all the guest preferences and requirements are met.
- ❖ Responsible for resolution of billing disputes/ queries and customer experience and feedback.
- ❖ Participation in coordination meetings for various conference blocks/ events/ VVIPs arrivals
- ❖ Responsible for handling and resolution of guest complaints, acting as a 'One Point Contact' for the guest, constantly interacting with the guests in order to solicit feedback and maintaining guest relations.
- ❖ Participation in the development and implementation of corrective action plans based on review of comment cards and guest satisfaction results.
- ❖ Monitoring adherence to all credit policies and procedures to reduce bad debts.
- ❖ Managing manpower resources of the department and setting the duty roster as per requirement in all the areas comprising of front desk, concierge and Welcome Assistance.
- ❖ Responsible for internal cost efficiency of the department. Successfully implemented cost benefit process in the department and has been applauded for setting trends in the Unit.
- ❖ Responsible for inducting and grooming the new recruits in the department in compliance with the Standard guidelines.
- ❖ Maximizing revenues and profitability of the hotel through best of product up selling and cross selling, service standards and by promoting hotel loyalty program
- ❖ Ensuring room bills, supporting vouchers (including all miscellaneous vouchers), cash paid outs, allowances (if any) and receipts are accounted correctly by front desk cashiers.
- ❖ Ensuring that the highest possible standard of appearance, behavior and attitude towards guests and fellow employees are maintained strictly, without any deviation.
- ❖ Budget creation & management report.



SOFT SKILLS

Expense Reduction

Budget preparation and management

Time, Inventory,& Decision Management

Leadership abilities

Teambuilding and supervision

Communication & Leadership

Creative

Punctual

Pugnacious

Organized

DUTY MANAGER | Jun 2014-Jan 2015

Narayani Heights, near Ahmedabad airport, is located in the peaceful outskirts, far from the screeching noises of the city is built on 1,80,000 square feet of land, and serves the purpose of a club and resort. The enviable infrastructure, state-of-the-art amenities and unparalleled experiences make it an ideal destination, both for leisure and business events. Availability of banquet, lawn, grand ballrooms, terrace space, and a conference hall makes it ideal to lavishly conduct any events and parties!

KEY ACCOUNTABILITIES :-

- ❖ Managed the front office operations functions involving designing & implementing systems, policies & procedures to facilitate smooth operations and control.
- ❖ Coordinating with housekeeping and other departments to ensure all the guest preferences and requirements are met.
- ❖ Responsible for internal cost-efficiency of the department. Successfully implemented the cost-benefit process in the department and hotel has been applauded for setting trends in the Unit

Lemon Tree Premier; The Atrium, Ahmedabad |

ASST.MANAGER TO FRONT OFFICE | Jan 2013 -Jun 2014

On the bank of Sabarmati, overlooking the riverfront, lounges this plush and stylish hotel, enhanced by landscaped greens and a serene water body. Large glass doors invitingly usher you into this classic boutique hotel with an atrium lobby and remarkable modern art. Contemporary and inviting, the lobby adorns an elegant look accentuated by a large pristine crystal chandelier, and several seating areas making it a perfect setting for private meetings and idle conversations.

KEY ACCOUNTABILITIES :-

- ❖ Assisting the Front Office Manager to run the entire Front Office department smoothly
- ❖ Managed the front office operations functions involving designing & implementing systems, policies & procedures to facilitate smooth operations and control.
- ❖ Reporting to FOM/GM and responsible for monitoring day-to-day operations department comprising of front desk, concierge, travel desk, business Centre, Welcome assistance(Switchboard).
- ❖ Coordinating with housekeeping and other departments to ensure all the guest preferences and requirements are met.
- ❖ Planning and handling the group arrivals and supervising the front desk and concierge for the proper execution of laid down plans.
- ❖ Defining and implementing front desk objectives and procedures.
- ❖ Hiring and training staff and managing the shift schedules.
- ❖ Tending to guests' complaints and questions and providing exceptional customer service.
- ❖ Ensuring that the front desk and reception area is kept clean and organized. Maintaining front desk office supplies and equipment.

St Laurn Towers AHMEDABAD

FRONT OFFICE EXECUTIVE GSA | Nov 2010 – Dec 2012

KEY ACCOUNTABILITIES :-

- ❖ Night Audit, Group Handling, Guest Escorting,
- ❖ Maintenance of guest Information's,
- ❖ Responsible for occupancy stats and assisting customers during complains.
- ❖ Cash Handling and bank procedures and supervising cashiering system
- ❖ C Form, Profile updating, Billing, Room Allocation, Training

SENIOR GSA | March 2010 – Oct 2010

KEY ACCOUNTABILITIES :-

- ❖ Maintenance of guest Information's, local events.
- ❖ Responsible for occupancy stats and assisting customers during complains.
- ❖ Cash Handling and bank procedures and supervising cashiering system
- ❖ C Form, Profile updating, Billing, Room Allocation, Training

MAJORDA BEACH RESORT GOA |

FOA | Jun 2009- March 2010

KEY ACCOUNTABILITIES :-

- ❖ Maintenance of guest information, guest likes and local events
- ❖ Responsible for occupancy stats and assisting customers during complains.
- ❖ Check-in and check out
- ❖ Guest billing, data and invoice keeping.
- ❖ Room blocking and cash handling.
- ❖ Manual posting of invoices and night audit.
- ❖ C form filling, book keeping, Profile updating, Reg card filling, Luggage assistance and guest escort

EDUCATION**EDUCATION****B.SC in Hotel Management | NCHMCT Pusa New Delhi | 2009**

All core area of hotel with specialisation in Front Office along with the brief knowledge of other major departments

Senior Secondary | SMRCK College Samastipur (Bihar) | 2006

Secondary | KV Samastipur (Bihar) | 2002

**HOBBIES**

Spending time with my son, Reading, Swimming and travelling

**LANGUAGES**

100%

90%

80%

60%

English

Hindi

Gujarati

Fench