



## Arun Kumar Thakur

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(Himachal Pradesh) **Mobile:** +918894062088/ +919817487424

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### Career Objective

**A career in the field of Hotel Management in the competitive environment, and to contribute in company's endeavours with my perseverance and contribution to become a top professional in a dynamic growing organization. To grow with the company and enhance my personal as well as professional skills and capabilities in the process.**

- **A result oriented professional with over 9 years of experience in Operations, Revenue Management and Guest Services & Team Management in the Hospitality industry.**
- **Deft at maintaining customer & employer satisfaction, Excellent written, communication, inter personal, liaison and problem solving skills with the ability to work in multi cultural environment.**

### KEY RESULT AREAS

#### Client Servicing

- **Ensuring high quality services, resulting in customer delight and optimum resource utilization for maximum service quality.**
- **Providing maximum customer satisfaction by closely interacting with in-house and potential guests to understand their requirements and customizing the product and services accordingly.**
- **Delivering high-value services to upscale clients for exalting their satisfaction levels.**
- **Organising different promotions to offer variety to the regular customers and help in creating new ones too.**

#### Guest Operations

- **Ensuring maximum guest satisfaction by closely interacting with guests to understand their requirements & customizing products & services to their needs.**
- **Strategizing policies & procedures in the operating systems and training and motivating the front line staff to deliver 100% Guest Satisfaction.**
- **Reviewing & interpreting the market trends/ client feedback to attune business strategies.**

### CAREER GRAPH

Inde Hotel (Golden Tulip) (30 Keys 4\*\*\*\* Budget Hotel)

Position:- Assistant Front Office Manager

Jan. 2020 to Present.

#### **Duties & Responsibilities:-**

- **Managing 30 Rooms inventory & Heading Department in competitive market.**
- **Implement revenue management strategies and processes for the hotel, in order to optimize and maximize its revenues.**
- **Daily pick-up analysis, strategy adjustments and reporting & Perform competitive benchmark studies and follow market trends**
- **Managing and training the Front Office staff**
- **Oversee and audit the standards and operations of the reservations department**
- **Analyse overall monthly hotel performance and provide summary report with recommendations to improve long term strategies**
- **Responsible for best practice standards to include: competitor analysis; environmental scanning; market modelling; distribution yield management; business mix yield management; length of stay yield management; inventory availability by channel; pricing control and new pricing concepts**
- **Ensuring the front desk provides a professional and friendly service for guests**
- **Handle complaints and specific customers' requests**
- **Troubleshoot emergencies**
- **Ensure proper mail distribution**
- **Prepare and monitor Front Office budget**
- **Keep updated records of office expenses and costs**
- **Ensure company's policies and security requirements are met**
- **Dealing with guests**
- **Arranging staff scheduling**

- Acting as liaison between General Manager and staff
- The Front Office is the area of the hotel where guests form their first and last impressions of the hotel – this makes it really important for the Front Office Manager to work hard to create a pleasant experience for guests to ensure their return
- Ensuring the front desk provides a professional and friendly service for customers
- Troubleshooting emergencies

#### THE FERN HOTELS & RESORT (53 Keys 5\*\*\*\*\* Deluxe Resort)

Position: Assistant Front Office Manager

July. 2017 to Jan 2020

**Duties & Responsibilities:-**

- Manages and motivates the Front Office team in order to provide a high standard of service for customers.
- Showing Initiative, Problem Solving, Staff Training, Team Leading.
- Welcomes guests and fosters customer loyalty through his/her friendly manner.
- Develops high quality relationships with guests throughout their stay.
- Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a fast solution.
- Oversees and supervises guest arrivals and departures with the front office executive and duty managers.
- Provide high level of customer service and maintain a high profile in the day to day front office operations.
- Ensure that personalized service is offered to each and every guest.
- Ensures that the pricing policy and internal audit procedures are duly applied.
- Supervises the management of debtors, group and individual guest invoicing and cash operations.
- Monitor all executive floor executives to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.
- Review arrival list for all arrivals and VIPs to check room allocations, amenities and special requests.
- Prepare monthly and daily revenue report and circulate to all HOD's.
- Prepare Room revenue and occupancy forecast take action on rate strategies.
- Is involved in recruitment of new team members for front office.
- Integrates and trains employees, providing support for skills development.
- Ensures that all front desk employees are well presented (uniforms, personal hygiene etc), and also punctual.
- Ensures that the workplace remains clean and tidy
- Ensure team members have current knowledge of hotel products, services, facilities, events, pricing and policies and knowledge of the local area and events.
- Makes sure that the hotel's pricing policy and sales pitches are duly applied in order to optimise REVPAR
- Have a good knowledge of all systems and standard operating procedures of front office.

#### WHISPERING WINDS (42 Keys 4\*\*\*\* Business Hotel)

Position: Duty Manager

MARCH. 2015 to JULY 2017

**Duties & Responsibilities:-**

- Customer Satisfaction (Guest Feedback, Social Media Review).
- Financial Performance (Up selling, Room Revenue, Operation Auditing).
- Showing Initiative, Problem Solving, Staff Training, Team Leading.
- Manages and motivates the Front Office team in order to provide a high standard of service for customers.
- Welcomes guests and fosters customer loyalty through his/her friendly manner.
- Develops high quality relationships with guests throughout their stay.
- Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a fast solution.
- Oversees and supervises guest arrivals and departures with the front office executive and duty managers.
- Provide high level of customer service and maintain a high profile in the day to day front office operations.
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- Ensures that all front desk employees are well presented (uniforms, personal hygiene etc), and also punctual.
- Ensures that the workplace remains clean and tidy
- Makes sure that the hotel's pricing policy and sales pitches are duly applied in order to optimise REVPAR
- Have a good knowledge of all systems and standard operating procedures of front office.
- Ensures that guest documentation and information is available and up-to-date

United-21 Resort Chail (Panoramic Group of Companies)\*\*\*

Position: Front Office Executive

July. 2013 – March. 2015

**Duties & Responsibilities:-**

- ✓ Directing and managing a team of Reception and night staff to ensure efficient operations and consistently high quality of service at the front desk.
- ✓ Room blocking, Group Handling, Guest Complaints.
- ✓ Reviewing the incident reports relating to the department on daily basis, and investigating the matters fully to ensure appropriate follow-up.
- ✓ Gathering and reviewing customer feedback to improve the level of service provided and reporting to senior management on actions taken.
- ✓ Assisting with the recruitment of staff as necessary, and responsibility for staff training and development.
- ✓ Keeping an up to date knowledge of, and ensuring adherence to all relevant health and safety regulations.
- ✓ Maintaining the hotel standards in keeping with the brand image
- ✓ Co-ordination with the other departments of the hotel such as housekeeping, laundry, food & beverage and kitchen for maximum guest satisfaction
- ✓ Ensuring good relationship management with business and return customers
- ✓ Exclusive attention towards preferred customers for increased repeat business

Sandhya Resort & Spa Manali, \*\*\*\*

Position: Front Office Associate/Assistant

April. 2012- July. 2013

**Duties & Responsibilities:-**

- ✓ Providing Information to guests about the hotel's facilities, policies and procedures
- ✓ Assisting guests with local tourist information. Also making reservations for sightseeing tours, restaurants, movies and live entertainment
- ✓ Billing and issuing receipts upon payment, performing cashier duties, cashing in travellers checks and exchanging foreign currency
- ✓ Performing various office duties, such as preparing correspondence, reports and attending to the switchboard.
- ✓ Have performed various duties responsibly including Front office Operations, Reservations, Cashiering & Night Auditing

PROFESSIONAL EDUCATION

- ✓ 2011 Graduate in Bachelor of Arts {56%} From Himachal Pradesh University.
- ✓ Advance Diploma In Hotel Management {Obtained 85% Marks} AIHM Chandigarh India
- ✓ 2012 Successfully Completed 01 Year PGDCA Diploma from Victorious Information Technology
- ✓ 2008 Passed 12th {55%} From Himachal Pradesh Board of School Education.
- ✓ 2006 Passed 10th {53%} From Himachal Pradesh Board of School Education.

Computer Skills

- ✓ Almost 9 Yrs. experience on software's like Software Host Win, Opera, Hotel Soft , WINHMS ,Visual Aroma , In Keys& Hotel Logix
- ✓ 1 Year PGDCA Diploma in Computer Applications.

Personal Details

<b>FATHER'S NAME</b>	:	Mr. Jai Inder Thakur
<b>DATE OF BIRTH</b>	:	30 <sup>th</sup> May. 1987
<b>MARITAL STATUS</b>	:	Married
<b>NATIONALITY</b>	:	Indian
<b>HEIGHT/WIEGHT</b>	:	5.6 Feet
<b>GENDER</b>	:	Male
<b>Language Known</b>	:	English, Hindi, Punjabi

REFERENCE

NAME	COMPANY/DESIGNATION	CONTACT NO	OFFICIAL EMAIL
Mr. Vikesh Thakur	Fortune Select Solan/ Accommodation Manager	+919810580026	<a href="mailto:Vikeshtakur84@gmail.com">Vikeshtakur84@gmail.com</a>
Mr. Gunjan Pandey	Fern Hotel & Resort/Operational Manager	+918709247325	<a href="mailto:om.fr.kasauli@fernhotels.com">om.fr.kasauli@fernhotels.com</a>

**Declaration:** - I declare that the above information is correct and true to the best of my knowledge. If be found false/incorrect, I shall be held responsible for any consequences whatever. I can put on display all the documents of the above information whenever it is demandeds