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ASHWANI KUMAR

Front Office Supervisor

📍 HILTON HOTEL QUEENSTOWN & DOUBLE TREE BY HILTON QUEENSTOWN (CLUSTER HOTEL)
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SUMMARY

Knowledgeable Front Office Department with extensive experience in the hospitality industry. Efficient multitasker, proficient at streamlining front office operations. Highly skilled in customer service and conflict resolution, always striving to ensure guest satisfaction.



EDUCATION

BACHELOR'S DEGREE

KANPUR UNIVERSITY

2010 - 2013

3 years Bachelor's Degree

HOTEL MANAGMENT

HOTEL MANAGEMENT DIPLOMA COLLEGE

2010 - 2012

Diploma in Hotel Managment



WORK EXPERIENCE

GUEST SERVICE AGENT

DOUBLE TREE BY HILTON GOA INDIA
(HILTON WORLDWIDE)

2014 - 2015

- Register & process guests and their assigned rooms
- Accommodate guest requests
- Communicating with hotel staff on the status of guest rooms
- Up Selling guest rooms and promoting hotel services
- Handling cash payments
- Maintain a clean and neat front desk area

RECEPTIONIST

HILTON HOTELS WORLDWIDE OMAN

2015 - 2017

- Greet guests with a welcoming smile and friendly demeanor
- Perform all guest check-in and check-out procedures
- Obtain or confirm guest information, assign rooms, activate and distribute keys, etc.
- Answer phones and direct calls to appropriate personnel
- Check and send emails
- Be informed and up-to-date on all types of room accommodation and availability
- Communicate with housekeeping, room service and security staff as necessary
- Provide local information on restaurants, special sites, activities, etc.
- Resolve customer complaints and problems calmly and effectively
- Assist with and book tours and activities for guests
- Perform various clerical tasks as needed (sorting mail, paper filing, etc.)

FRONT DESK AGENT

- Provide all guests (including groups) with a friendly, accurate and

efficient check-in / check-out process while following the company's policies and procedures. Prepare for check-ins before the guest arrives by using the arrivals grid, preparing express check-ins, and planning for group arrivals. Ensure the front desk/lobby areas remain clean, organized and ready to greet guests.

- Verify and collect guest payments and identification, ensuring all procedures are followed to protect sensitive guest information including identity and credit card information. Process all financial transactions with strict adherence to defined procedures. Build strong relationships and liaise with all other department's especially housekeeping, reservations etc.
- Performs other duties as assigned, requested or deemed necessary by management.
- Resolved guest questions, issues and complaints.
- Fostered strong working relationships with all departments.
- Implemented and monitored Hilton Worldwide programs to maximize guest satisfaction and manage onsite Customer service representatives.
- Helping Duty Manager during Night audit.

FRONT OFFICE SUPERVISOR

HILTON HOTEL QUEENSTOWN & DOUBLE TREE BY HILTON QUEENSTOWN (CLUSTER HOTEL)

2019 - CURRENT

- Handling customer and employee issues
- Overseeing operations, including maintenance, cleanliness and efficiency
- Ensuring that security and safety regulations are met
- Keeping track of monthly, quarterly and yearly goals.
- Monitoring and report on revenue and cash flow.
- Training new hires.
- Addressing employee complaints or performance issues as needed.
- Check in with employees regularly to determine satisfaction and productivity.
- Solving guest issues and complaints.
- Assisting in VIP's arrival departure in absence of guest relation officers.
- Checks on reg card of arriving guests and ensures all information should be filled on each cards either by Guest Relation Officers or the guests.
- Prepares and checks for VIP's arrival and escorts guests to rooms.
- Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
- Motivates and maintains good staff relations.
- Maintains and be guided of hotel policy on credit/lost and found hotel guests properties.
- Approves and sign for allowance etc., as required by Front Office Cashier.
- To responsible for front office operation during the absence of DM.



SKILLS

BEST EMPLOYEE OF THE MONTH

Three Time Best Employee Of the Month. In Hilton Goa, Hilton Oman, and Conrad Dubai.

CORE QUALIFICATIONS

- Customer Service
- Organized Multi-takers.
- Dispute Resolution.
- Problem Solver.
- Supervisory Experience.
- Team Management
- Talent Development
- Scheduling
- Meticulous attention to detail.

SKILLS PEOPLE SKILLS: ADVANCE PROBLEM SOLVING, GREAT ORGANIZATIONAL SKILLS OUTLOOK, MICROSOFT

SOFTWARE SKILLS. OPERA, IDS, ONQ PROPERTY
MANAGEMENT SYSTEM, FIDELIO. 3 YEARS OF HOSPITALITY
EXPERIENCE

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DETAILS

- SKYPE ID : kumar.ash80
- PASSPORT NUMBER:L1686661 VALID FROM : 24/05/2013 VALID TILL : 23/05/2023
- MARITAL STATUS : Single
- DATE OF BIRTH : 19 NOVEMBER, 1990.
- LANGUAGES: • English(Native) • Hindi(Native)