

Birendra Prasad
#24th Cross 1st Main Rd.
Sampangi Rama Nagar, Bengaluru,
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Objective:-

To obtain the position of Front Office Manager or operation where my administrative skills will prove beneficial towards the growth of the organization.

Work Experience :-

**THE COUNTRY CLUB Wildlife Resort- As a front office Associate(2nd March 2012 to 26th Jan 2015)
(Mangala Village, Gundul Pet Taluk, Bandipur, Karnataka 571318)**

- Welcome and register guests and offer those services and room rates.
- Handle guest check-ins and check-outs appropriately.
- Take and verify identification during check-ins.
- Issue room key and forward instructions to bell Person.
- Provide guests with directions around the hotel
- Answer incoming telephone calls and provide information on hotel's services and transfer calls.

THE ELANZA - Front office supervisor (15th Feb 2015 to 28th March 2016)

(67, St Marks Road, Nearby UB City Mall Bengaluru, Karnataka 560001)

- Greet guests and provide them with room availability and hotel facilities information.
- Collect payments in the form of cash and process credit card payments.
- Check today's Departures all bill settlements and follow up the bill on hold.
- Check and post all room Tariff with their spouting bill's.
- Check Cash log book today's opening to closing, and drop cash.
- Balance cash at the end of the shift and generate accounting reports for the benefit of the next shift.
- Accept and carry out wake-up call requests.
- Create a new date and made a night audit report to send allHOD(including cash & card Sale report) EDC machine Summary - Detail, Settlement & Terminal Stats report PreAuth Refund, Void. Handling telephone exchange and take message, Answer queries regarding the hotel's services, charges, dining facilities, sports facilities and travel directions.
- Take and replay messages to guests and follow up log book messages.
- Make reservations over the phone and confirm them by providing call back services.
- Instruct bellhops to escort guests to their rooms and handle luggage.
- Provide travel instructions to guests and arrange for transportation

The Chancery Hotel - Front office Executive, (9th April 2016 to 2nd March 2017)

(10/6, Lavelle Road, Bengaluru, Karnataka 560001)

Take handover from Office Colleague.

- Handle guest check in and checkouts professionally and in a welcoming and specialized manner.
- Ask for identification and ensure that the provided credentials are accurate.
- Assign rooms to guests and provide them with instruction on using automated keys.
- Issue room key and forward instructions to Bell Person.
- Explain appropriate use of keys and ensure that guests are satisfied with the rooms allotted to them.
- Operate hotel EPABX, take calls and provide information and transfer calls.
- Manage accurate accounting of all rooms.
- Credit Limit check and Follow Up on High Balance bills as per hotel policy to avoid defaulters.
- World all countries currency exchange in Indian rupees.
- Ensuring best and necessary services provided to the VIP guests through associates.
- Coordinating with Sales team to achieve high occupancy.

Southern Star Hotel - Duty Manager 8th Jan 2017 to 31st Jan 2018

40/2, Lavelle Road, Ashok Nagar, Bengaluru, Karnataka 560001

3993/23, Shamanur Rd, SS Layout A Block, Kuvempu Nagar, Davangere, Karnataka 577004

- Reporting to the General Manager.

- Briefing and updating the new policies and procedures among team members & also about Occupancy Forecast & Group bookings
- Manage accurate accounting of all rooms.
- Taken Care all OTA inventory Opening, Closing Rate Changes.
- Coordinating with corporate bookers.

Woodlands Hotel As a Front Office Manager From 25th Feb2018 to 31st Jan 2020.

- Reporting to the General Manager.
- Briefing and updating the new policies and procedures among team members & also about Occupancy Forecast & Group bookings
- Manage accurate accounting of all rooms.
- Taken Care all OTA inventory Opening, Closing Rate Changes.
- Coordinating with corporate bookers.

**Presently working as Duty manager at hotel Best western plus narasapura
10th February to till date.**

- Update the new policies and procedures among team members about F&B Products.
- Keep a track on the f&b reports and revenue, budget and achievement
- Track on the F&b inventory monthly and update to GM.
- Recruiting staff and training & briefing
- Vendor coordination, daily purchase material handling.
- Online review management
- Handling customer complaint and maintain the hotel standard service as per SOP.
- Taking booking and coordinator

Education:-

SI No	Institute	Course	Percentage	year
1	Bnachichy High School	02nd PUC	59.02%	2008
2	IHM	BHM	77%	2011
3	Netaji Youth Computer	DCA	95%	2012

PMS Skills,

- Operating SoftWare- IDS, WINHMS, Prism, Cloud, Maximozo, Axis Rooms.

Personal Details

Name	Birendra Prasad
Father's Name	Rajendra Prasad
Date of Birth	11-02-1990
Gender	Male
Marital Status	Single
Height	5.6"
Religion	Hindu
Hobbies	Pets,Fitness.
Nationality	Indian Kanada (Fluent in speaking only) English(Fluent in speaking , writing and reading)
Languages Known	Hindi(Fluent in speaking , writing and reading Bengali(Fluent in speaking , writing and reading)

Declaration

I hereby declare that the above said facts are true to the best of my knowledge and belief.

Yours Faithfully
Birendra Prasad

Date :-
Place:-

