



Mahesh Shivaji Arote

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Personal Statement:

A hard working and confident individual with 12 months experience working an Admin Executive in Majorel India Pvt.Ltd. Vashi, Navi Mumbai, 24 months of experience as a Front Office Dutyanager, department in Hotel Pallavi Avida, Navi Mumbai, 24 months of experience in Front Office at Hotel Le Royale Residency, Pune; 14 months of experience as a Sales & Marketing Manager at Hotel Satish Executive, Pune; 22 months of experience in Front Office at West End Hotel, Mumbai; 16 months experience in Fast Food Restaurant in Burger King, London. Enjoy working in a challenging and creative environment and can contribute effectively towards the goals of the organisation. Good problem solving skills and always able to deliver high quality service to customers and can handle any situation with positive approach towards a work.

Work Experience:

May 2019 to May 2020. Majorel India Private Limited, Vashi, Navi Mumbai.

Executive - Administration

Responsibilities/ Duties included:

- Answer and direct phone calls
- Maintain contact list
- Organize and schedule meetings and appointments
- Responsible for facility maintenance
- Handles housekeeping team to ensure total hygiene and cleanliness.
- Produce and distributes corresponds, memos, letters, faxes and forms
- Coordinate with other department within the organization.
- Order office supplies.
- Book travel and accommodation arrangements.
- Submit and reconcile expense report.
- Prepare and monitor invoices.
- Contribute to team effort by accomplishing related results and needed.
- Carry out administrative duties such as filing, copying, typing, binding, scanning etc.
- Book conference calls, meeting rooms, and courier.
- Maintain records such as staff attendance, courier record, stationery record
- Facilitate and maintain the lockers
- Reply to email, phone call and face to face queries
- Vendor management: Meet, create and coordinate with new vendors as well as existing vendors.

April 2017 to April 2019. Hotel Pallavi a'VIDA, Kalamboli, Navi Mumbai.

Duty Manager

Responsibilities/ Duties included:

- Reservation/ Reception
- Greets the VIP guests of the hotel. As directed by the Front office Manager, Performs special services for VIP Guest's.
- Checks cleanliness of lobby and public areas, lights and as well as front office staff in proper and orderly appearance and behaviour
- Room inspection for expected arrival rooms and to ensure proper cleanliness of a room with all functioning equipment.
- Auditing Guest Registration Card, Property Management System
- To check and correct the checked out guests folios
- To check/ ensure smooth Check In/check Outs
- Promotes and maintains good public relations.
- Motivates and maintains good staff relations
- Prepare duty roster, assign duties
- Handling guest queries at the desk and guide the guest with an appropriate and correct information
- To attend the call promptly & resolve guest queries
- To Confirm booking & send the confirmation for the same through e-mails
- To handle & update OTA (online reservation Portals such as Room availability, Rates, Allotments)
- To ensure proper guidance to the guests in all concern
- To ensure proper co-ordination between all department.

July 2016 to March 2017. West End Hotel, New Marine Lines, Mumbai.

Asst. Front Office Manager

Responsibilities/ Duties included:

- Reservation/ Reception
- Responsible for Check In/check Outs
- Handling guest queries at the desk
- To Confirm booking & send the confirmation for the same through e-mails
- To handle & update online reservation Portals (Room availability, Rates, Allotments)
- To attend the call promptly & resolve guest queries
- Cashing & banking
- To ensure proper guidance to the guests in all concern
- To ensure proper co-ordination between Front office & Housekeeping department.

February 2014. to February 2016. Hotel Le Royale Residency, Pune

Front Office Supervisor

Responsibilities/ Duties included:

- Assist the Front Office Manager in ensuring the smooth and efficient overall day-to-day operations of the Front Desk including Switchboard.
- Oversee Bell and Door staff in the absence of their department head.
- Provide excellent customer service as per the standards of the hotel, and assist in situations to ensure customer satisfaction.
- Ensure department adherence to company policies, procedures and standards to ensure that guest expectations are exceeded.
- Ensure proper Check-In and Check-Out procedure as per the Front Office Standard
- Assist in providing staff with ongoing coaching, training and development.
- Coordinate hotel emergency procedures within the scope of defined plans.
- Prepare reports; handle special projects and assignments as required.

Nov. 2012 to Jan 2013. Hotel Satish Executive, Pune.

Sales & Marketing Manager

Responsibilities/ Duties included:

- Handling sales phone calls & email.
- Compiling client information packs
- Developing & implementing the ideas of marketing & sales for our Hotel i.e. rooms, restaurants & banquets.
- Arranging the meeting with new as well as existing client to make them understand the packages plans to meet their needs.
- Promotional; activities through social networking sites, online booking portals as well as official websites to increase brand awareness
- Updating with tariff & offers & to co-ordinate with all concern departments
- keep updating online booking portals

May 2011 to October 2012. West End Hotel, New Marine Lines, Mumbai.

Asst. Front Office Manager

Responsibilities/ Duties included:

- Reservation/ Reception
- Check in/ check outs
- Handling guest queries at the desk
- To Confirm online booking & send the confirmation for the same through e-mails
- Attend the call promptly & resolve guest queries
- Answer the guest's e-mails & confirm the booking
- To ensure proper guidance to the guests in all concern
- To ensure proper co-ordination between Front office & Housekeeping department.

January 2011 to April 2011. Hotel K' Stars, C.B.D. Belapur & K' Star Woods Resort, Panvel. Navi Mumbai.

Front Office Executive.

Responsibilities/ Duties included:

- Guest reservations
- Check in/ check outs
- Confirm the online booking
- Cashing & banking
- Prepare the guest bill summary
- To make sure proper guidance to the guests in all concern
- To make sure proper co-ordination between Front office, Housekeeping, Food & Beverage service and Food production Department.

April 2009 to August 2010. Burger King, Chessington World of Adventure, Chessington, London, United Kingdom.

Shift Manager/ Service Excellence/ Kitchen Crew Member

Responsibilities/ Duties included:

- People Management/ Staff Management
- Cashing Up and Banking
- Handling Customer complaint
- Stock Handling and Stock Taking
- Training to crew member/ Skill Development
- Handling Kitchen and Front Counter
- To ensure good quality condiments and good quality products
- To ensure smooth running of Kitchen and Front counter

Education:

January 2009 to August 2010

***Post Graduate Diploma in Hospitality & Leadership Management,
Ealing, Hammersmith & West London College, London, United Kingdom***

Modules Include:

- Customer Care
- Marketing for Hospitality Service
- People Management
- Quality Management
- The Competitive Edge in Hospitality
- Continuous Professional Development

June 2005 to May 2008

***Diploma in Hotel Management & Catering Technology,
Mumbai University.***

Modules Included:

- Food Production Management
- Food & Beverage Management
- Front Office Management
- Human Resource Management
- Business Law

Area of Interest:

Front Office, Administration, Facility Management.

Skills & Achievements:

***Diploma in Computer Application included Micro Soft Office, Internet accessing.
Desk Top Publication (D.T.P.) Including Coral Draw & Photoshop.***

Languages:

English – IELTS score - 6.0

Marathi – Fluency: Speaking, working knowledge – reading and writing

Hindi - Fluency: Speaking, working knowledge – reading and writing

References:

Mr. Amandeep Singh

***Director, Admin and facility,
Majorel India Private Limited
Vashi, Navi Mumbai - 400703
Contact: +91 98731 64444***

Mr. Prashant Borate

***Front Office Manger,
Hotel Pallavi Avida
Roadpali, Kalamboli,
Navi Mumbai - 410218
Contact: +91 22 40239121***

Mr. Francis Alexander

Front Office Manger,
Hotel West End
New Marine Lines,
Mumbai- 400020
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Mr. Mangesh Pandharipande

Human Resource Manager/ Development Centre Head,
Brose India Automotive Systems Pvt. Ltd.
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Mr. Sushank Naik

Front Office Manager,
Hotel Le Royale Residency
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Mr. Hemant Kapil

Asst. Restaurant Manager,
Burger King, Chessington,
London. United Kingdom.
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