

## CURRICULUM VITAE

**Ramesh Kumar Yadav**

Vill. & Post – Milkipur

P.S – Inayat Nagar

Dist – Ayodhya (U.P)



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**Mob:** +91-8758559007

**E-Mail:** hmrameshkumar01@gmail.com

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### **CAREERASPIRATION:**

- To explore my capabilities and to understand the processes those drive the Organization. I will be interested to put my efforts in the direction so as to obtain challenging position in the organization and to serve the organization in the best possible way.

### **PROFESSIONAL ABSTRACTS:**

- A competent professional experience of 9+ yrs. including 6 month of Industrial Training.
- Currently designated as a Front office manager with hotel Celebration Lavasa (formerly known as Mercure Lavasa, Accor group).

### **EXPERIENCE:**

Working with **Hotel Celebration Lavasa (Formerly known as Mercure Lavasa)** as a **Front Office Manager** from **October 2018 to till now. (Ecomotel Hotel Ltd., 130 keys)**

- Managing and training the Front Office staff.
- Ensuring the front desk provides a professional and friendly service for guests.
- Dealing with guests about their complaints, feedback and taking corrective actions.
- Organizing staff party, staff gaming to motivate them.
- Making recruitment process.
- Arranging staff scheduling.
- Acting as liaison between General Manager and staff.
- Making smooth operation with new Ideas and strategies.
- Collecting reports and analyzing to generate more revenue.
- Managing OTA rates, promotional offers, reviews reply on trip advisor.
- Ensure that conference rooms, meeting rooms and reception areas are ready for meetings.
- Can work in a self-directed, organized manner.

**Worked with Mercure Lavasa, Pune (Accor Group) as a Front Office Manager from February 2018 to October 2018. (Ecomotel Hotel Ltd. - 130 keys)**

- Managing and training the Front Office staff.
- Ensuring the front desk provides a professional and friendly service for guests.
- Dealing with guests about their complaints, feedback and taking corrective actions.
- Organizing staff party, staff gaming to motivate them.
- Making recruitment process.
- Arranging staff scheduling.
- Acting as liaison between General Manager and staff.
- Solving problem and negotiating with vendors.
- Making smooth operation with new Ideas and strategies.
- Collecting reports and analyzing to generate more revenue.
- Managing OTA rates, promotional offers, reviews reply on trip advisor.
- Taking care of Wi-Fi problems of guests.
- Ensure that conference rooms, meeting rooms and reception areas are ready for meetings.
- Can work in a self-directed, organized manner.

**Worked with Hotel Vijnan Mahal as an Asst. Front Office Manager from April 2017 to January 2018. Vijnan Hotels Pvt. Ltd.(108 keys).**

- Handling a team of 10 members includes the Front office, Concierge and Reservation.
- Handling Room Reservations, Front Desk, GDS, OTA (Expedia, Agoda, Booking.com etc.) & Website Updating.
- Sending the daily managers' report to the management and update the generated revenue and forecast to the management.
- Created a work environment that promoted teamwork, recognition, mutual respect and employee satisfaction.
- Ensure that all Front Office employees are posted at their stations at posted time & complete their essential duties before their departure.
- Oversee and supervise all duties performed by all Front Office employees.
- Ensure accuracy of groups, rooming lists, billing, amenities & arrivals, etc.
- Full Shift management. Coach, counsel and discipline employees, using proper documentation and proper techniques.
- Assist with any scheduled shift problems on the night audit shifts & perform all front office duties when Necessary.

- Plan and coordinate hotel activities by working closely with Sales, Housekeeping and other departments.
- Develop and implement strategies for Front office, Bell desk, Parking, etc. which supports the hotel's smooth running.

Worked with **Ramada Plaza Agra** as a **Duty Manager** from **July 2016 to April 2017.** (**Wyndham Group of hotels**) **145 keys.**

- Ensuring employees are offering exceptional customer service
- Making sure customers are happy with service and products
- Assists reception, business center, cashier, concierge and bell captain during they are busy
- Motivating employees
- Co-ordinate with all HOD's
- Dealing with customer complaints and issues
- Responsible for VIP movement in the hotel
- Promotes and maintain good public relations
- Assign and approves duty roster for all front desk staff

Worked with **THE RESIDENCY (Sodexo food solution India) Jamnagar** (Gujarat) as a **Sr.Front Office Executive** from **January 2015 to July 2016. (181 keys)**

- To responsible for front office operation during the absence of Front Office Manager (HO).
- Promotes and maintains good public relations.
- Motivates and maintains good staff relations.
- To discuss all matters that needed to follow up with the next shift Reception Manager.
- Approves the working schedule for the front office attendants and submits them to front office manager (HO).
- Conducts and ensures the neat of appearance of front office attendant as well as correct attitude and behavior, discusses problems that encountered on this point with front office manager, assistant front office manager and their shift leaders.
- Assigns and Approves Duty roster for all Front desk staffs.
- Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
- Operates the front office computer system in order to assist front office attendants.
- Checks group department, fit and ensure switchboard makes appropriate wake up calls.

- Handles guest complaints and other related problems and reports on the Assistant Manager's log book.
- Assists reception, business center, cashier, concierge and bell captain during they are busy.
- Answers guest's inquires, handles complaints and attend to the needs of the guests in a professional manner.

**Worked with United 21 (West Bengal) as a Front Office Executive from June 2014 to December 2014.(Panoramic Group of Hotels & Resort). 60 keys.**

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- Answers guests inquires, handles complaints and attend to the needs of the guests in a professional manner

**Worked with Relax Inn Hotel & Resort (Chhattisgarh) as a Front Office Executive (as a HOD) from January 2013 to June 2014. (50 keys)**

- Business attained new records in monthly room sales.
- Guest relation drive resulted in repeat sales and increase in cliental.

- Re-invented Customer Care Cell by introducing latest Call Centre strategies.
- Assists reception, business center, cashier, concierge and bell captain during they are busy,
- Answers guests inquire, handle complaints and attend to the needs of the guests.
- Introduction of food festivals resulted in boosting F&B Business.
- Promotional activities included organizing various competitions & cultural programs apart from media and other Conventional means.
- Managed theme marriages, corporate week long AGMs, local & traditional festivals ad celebrations effectively in Resorts.

Completed Industrial Training from **Radisson Khajuraho (Madhya Pradesh)** from **July 2012 to December 2012. (Carlson Rezidor Hotels Group). (80 keys)**

- Trained in all four major departments and achieved a great knowledge in guidance of seniors.

**Got promoted as Front Office Executive with Capri Hospitality Services from January 2010 to June 2012 (120 keys)**

- Performed all Front Office and Guest Relation functions effectively.
- Managed Tours, Air & Railway Bookings.
- Managed more than 100% occupancy level in a day.
- Tele-Marketing, Customer Care and carried out the duties of Host at the Restaurant.
- Managed NRI, Corporate and Group bookings.
- Handled Room Service and House Keeping activities.
- Maintained Luxury Tax submissions and co-ordinations with departments.
- Within a short span, the Guest Relation skills were effectively used to create and develop a
- Good relation in the local market.

**Worked with Capri Hospitality Services as a Front office assistant from February 2010 to December 2012. (120 keys)**

- Assisted Hotel staff in meeting the needs and preferences of the Hotel Guests.
- Key team member in managing various Seminars, Festivals, and other events.
- Handled Business Center, Reservations and Travel Desk.

#### TECHNICALSKILLS:

- Software : MS-OFFICE (Ms-Word, Excel, PowerPoint)
- Well versed with IDS software.

- Worked on WINHMS software
- Worked on Comanche software
- Worked on Prologic software
- Worked on Opera software

#### PROFESSIONAL QUALIFICATION:

- Completed **04 years Bachelors degree of Hotel Management & Catering Technology** from **Barkatullah University Bhopal (M.P).**

#### EDUCATIONAL QUALIFICATION:

Course	Board	Year	Division
12 <sup>th</sup>	U.P Board	2008-2009	2 <sup>nd</sup>
10 <sup>th</sup>	U.P Board	2006-2007	2 <sup>nd</sup>

#### STRENGTH:

- Front Office Management
- Hotel Reservation Management
- Customer relationship
- Fluent English and additional languages.
- Complying with administrative principles and views

#### HOBBIES

- Listening Music.
- Watching Movies.

#### PERSONAL DETAILS:

Father's Name	: Shri Balram Yadav
Date of Birth	: 07-07-1990
Language	: English & Hindi.
Nationality	: Indian
Sex	: Male
Marital Status	: Single

#### DECLARATION

I hereby declare that all the information given above is true to the best of my knowledge.

Ramesh Kumar Yadav