

CURRICULUM VITAE

SANTOSH MISHRA

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OBJECTIVE:-

I want to be a part of successful expansion of an organization by contribution of my hard work, dedication and honesty.

ACADEMIC QUALIFICATION:-

- 10th Second Division, from **Ranjit Pt. Inter College Naini, Allahabad** (U.P.Board). Year 2001
- 12th Second Division, from **Ranjit Pt. inter College Naini Allahabad** (U.P.Board). Year 2004

PROFESSIONAL QUALIFICATION:-

- 03 Year Diploma in **Hotel Management** from **I.H.M. Meerut** Cantt, (Year 2004-2007).
- 06 Month Diploma in **Computer Software** from **Lal Bahadur Sastri Begum Pool Meerut** (Year 2005).

TRAINING:-

- 06 Month **Industrial Training** in Four Major Departments (Front Office, Housekeeping, Food Production, F&B Service) Departments from **J.P. Palace Agra** (5-Star Deluxe Hotel).
- 03 Month **Vocational Training**, in Production Department from **Taj Residency Lucknow** (5-star Deluxe Hotel).

EXPERIENCE:-

- Working as **Front Office Manager** with **The Royal Melange, Beacon** Ajmer from 24.03.2016 to till date.
- Worked as **Assistant Front Office Manager** with **Sherwood Suites**, Bangalore from 26th Mar 15 to 23rd Mar 16.
- Worked as **General Manager** with **Haut Monde House** from 16th July 2014 to 15th Mar. 2015.
- Worked as **Sr. Front Office Executive (Acted as FOM)** with **Hotel Haut Monde**, Gurgaon from 8.5 Months (15th Oct 13 to 30th June 2014).
- Worked as **Asst. Front Office Manager** with **Hotel Grand Shoba**, Mahipalpur, New Delhi for 07 Months (25 Feb 13 to 30th Sep 2013).
- Worked as **Front Office Executive** with **Tivoli Garden Resorts & Hotel**, Chattarpur, New Delhi for 01 Year (21st Feb 2012 to 23rd Feb 2013).
- Worked as **Front Office Executive in Residency Resorts**, Shankar Vihar, and New Delhi for 02 Years & 09 Months (16th Jun 2009 to 19th Mar 2012).
- Worked as **Front Office Assistant in Residency Hotel** Shankar Vihar, New Delhi for 01 Year & 06 Months (1st dec 2007 to 10th june 2009).

JOB PROFILE:-

- Responsible for day to day operations of the Rooms Division and F&B operations.
- Resolve customer complaints as appropriate to maintain of guest satisfaction and quality.
- Directing and overseeing reservation, reception, room service and housekeeping activities
- Supervising security arrangements, and garden and property maintenance
- Planning and supervising customer stay, functions and conference activities.
- Assessing and reviewing customer satisfaction
- Handling Room Reservations, Front Desk, 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.
- 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.
- Plan and coordinate hotel activities by working closely with Sales, Housekeeping and other departments.
- To manage room inventory, monitor room type & maintain full occupancy.
- To do special care on VIP, guest & brief all information to the front office staff.
- To train front office staff & periodically review the performance of each front office staff.
- To Check weekly Arrival, Departure, Occupancy Chart, Receptionist Report and VIP Arrivals, C-Form, Room Booking cancellation & Amendments.
- Worked with different Software like, IDS, HMS, WIN-HMS.
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EXTRA CURRICULAR: -

- Computer Awareness, Internet Surfing.

HOBBIES:-

- Watching Comedy Programs & motivation videos.

STRENGTHS:-

- My will power is Hard Work.

Date:-

Place:-

SANTOSH MISHRA