
COVER LETTER

Dear Sir/Madam,

I am writing this application letter to show my interest in working at Front Office Department with your Hotels. I came across this job opening on your career website and I am attaching my resume for your review and consideration I have 9+ years of working experience in Hospitality Industry, specifically in Front office and reservation department. Presently I am working as a Front Office Manager for 7 Seasons Resort & Spa, Gujarat. My responsibilities are coordinating the hotel services, customer service and concierge reference was offered properly to all my clients. I have been trained, hired and mentored by a team of efficient six desk professionals and handled the complete troubleshooting of the hotel needs during any time of the day or night. I am looking forward on bringing this dedication, hard work and extremely good communication skills to your Hotel. I have been awaiting this opportunity to work with your organization since a long time, since your organization is one of the top most hotels in the locality. With this, I request you to have a look at my enclosed resume and you can reach me at +91 8650887002 or e-mail me at saurabhhardwaj1508@gmail.com

Thank you so much for giving your time and considering my letter.

Yours sincerely,
Saurabh Bhardwaj



SAURABH BHARDWAJ

Asst. Accommodation Manager

CAREER OBJECTIVE

To build a successful career in the hospitality industry and to be an integral part of a professional organization where I can demonstrate my skills & capabilities and grow along with the organization.

CONTACT

✉ saurabhbhardwaj1508@gmail.com

☎ +91 8650887002 / +91 9528258566

PERSONAL PROFILE

Name : Saurabh Bhardwaj
Date of Birth : 15th Aug 1995
Height : 175 Centimeter
Father's Name : Shri D.C. Bhardwaj
Marital Status : Married
Strengths : Team-leading, motivating, confident
Hobbies : Listening music, playing cricket
Values : Be Honest, Punctual
Passport No. : R8024636

PROFESSIONAL EXPOSURE

- Presently working as Front Office Manager with 7 Seasons Resort & Spa, Jamnagar (Gujarat) from 04th Aug 2019 to till date.
- Worked as Asst. Room Division Manager (In charge of Front Office & Housekeeping Department) with SunCity Club & Resort, Vadodara (Gujarat) from 04th Aug 18 to 01st Aug 2019.
- Worked as Duty Manager & Reservation In charge with 7 Seasons Resort & Spa, Jamnagar, (Gujarat) from 21st May 2017 to till 31st July 2018.
- Worked as a Front Office Executive with Shilpi Hill Resort, Saputara (Gujarat) from 10th November 2015 till 20th May 2017.
- Worked as Front Office Supervisor with Cambay Sapphire Unit of Neesa Group, from 20th July 2014 till 01st November 2015.
- Worked as a Sr. Accommodation Assistant with The Grand Bhagwati T G B Express, Nadiad from 10th November 2013 till 15th July 2014.
- Worked as a Front Office Assistant with Lords Eco Inn, Unit of Lords Group of Hotels & Resorts from 04th July 2012 till 07th November 2013.

SKILLS & EXPERTISE

- GUEST RESERVATIONS
- COORDINATION
- CUSTOMER RELATIONSHIP
- CUSTOMER SERVICE MANAGEMENT
- BUSINESS WRITING/CORRESPONDENCE
- REVENUE GENERATION
- TRAINING
- COMMUNICATION SKILLS
- LISTENING SKILLS
- CONFLICT RESOLUTION
- STRESS MANAGEMENT
- MULTITASKING
- TIME MANAGEMENT
- CUSTOMER FOCUSED AND TARGET ORIENTED
- CRISIS MANAGEMENT AND PROBLEM RESOLUTION
- RESPONSIBLE FOR ALL HOUSEKEEPING OPERATIONS

EDUCATIONAL QUALIFICATION

- COMPLETED HIGH SCHOOL FROM ALLAHABAD BOARD IN 2010.
- COMPLETED INTERMEDIATE FROM ALLAHABAD BOARD IN 2012
- COMPLETED BACHELOR DEGREE BSC FROM DBRUA UNIVERSITY AGRA IN 2016.
- COMPLETED MBA IN HOTEL MANAGMENT & TOURISM FROM SWAMI VIVEKANAND SUBHARTI UNIVERSITY 2018.

CURRENT JOB PROFILE

- Responds to communications from guests, travel agents, and referral networks concerning reservations arriving by mail, telephone, telex, cable, fax, or through a central reservation system. Creates and maintains reservation records-usually by date of arrival and alphabetical listing prepares letters of confirmation and promptly processes any cancellations and modifications.
- Tracks future room availability based on reservations, and helps develop forecasts for room revenue and occupancy. Additional duties may include preparing the list of expected arrivals for the front office, assisting in preregistration activities when appropriate, and processing advance reservation deposits.
- Knows the type of rooms the hotel has as well as their location and layout. Knows of all hotel packages plans-meaning status, rates, and benefits. Update availability of all distribution channels like GDS, OTA and Web booking systems.
- Managing BAR (Best Available Rates) online and offline
- Assist, manage and track RFP submitted and approved by companies
- Responsible to track the Guests Complaints and prepare reports and send the same to all HODs to help in streamline the source of complaints.
- Check VIP movements and confirm with Guest Relations Team for thorough check and placement of amenities
- Meet guests and obtain feedbacks to ensure to check on guest satisfaction and their experience.
- Handle and resolve guest complaints and requests.
- Check transport team movements and the fleet status pertaining to guest pickup & drops to ensure fast and effective transfers.
- Be available and present in the lobby to the greatest extent ensuring that I meet the maximum number of guests in the hotel and ensuring their comfort or in case of discomfort, acting upon it immediately to address guest grievances.
- Check any group /crew arrival and prepare accordingly.
- Record all major incidents, activity for management reference.
- Ensure rooms are available for guaranteed reservation and amenities placed. Check rates variance report.
- Take round of the property take action where required and record in log book.
- Coordinate with Housekeeping if any room requires early morning.
- Check registration card and tally them with BTC letter, vouchers etc.
- Ensures all directions are followed out at the request of any level of Senior Management.

I hereby declare that all statements that are given above are correct and are in my knowledge.

Saurabh Bhardwaj