



Nelson Silvera

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Professional Summary

Over 11+ Years of successful experience in leading 5* Hotels properties in Asia & Middle East from 2011 till date. During this period I have gained strong experience in the Room Division rank of Front Office Manager for Red Fox Hotel By Lemon Tree , Crowne Plaza Muscat, The Leela Goa, Taj Hotels & Resorts, The Trident leading Hotel Management company having Hotels & Resorts across the world offering a choice of 5 Star luxurious accommodation

Work Experience

Front Office Manager – Red Fox Hotel, Morjim, Goa

Dec 2020 – till Date

- Acting General Manager of the hotel in absence of General Manager.
- Responsible for making supervisory decisions regarding the **Front Office**.
- Participate in daily operations meetings to liaise and coordinate closely with support departments regarding general administration and operations issues.
- Conduct daily briefings and ensure that all pertinent information is well received by team members
- Liaise with Reservations Department in a high house situation and recommend actions to be taken. Check on closed-out dates to ensure efforts are made to achieve 100% occupancy with the highest yield possible
- Analyze market trend, review rooming list and motivate Front Office employees to up-sell rooms with the view of achieving higher yield and increasing revenue
- Coordinate and monitor major group movements for meetings and conferences, and ensure that action plans cover all areas of operations handling

Assistant Front Office Manager - Crowne Plaza Muscat, Oman

Jan 2019 – Jan 2020

- Performed Check ins and Check out of guests as needed.
- Followed all guest comments cards via email, mails or telephone and provide any necessary service recovery.
- Monitor payroll on daily basis to ensure the maximum productivity while staying within budget.
- Coordinates with all departments such as Housekeeping & Sales for daily events to offer best support to employees and guests.
- Continually coached and counseled associates by role playing likely guest interactions and providing
- Constructive criticism to better meet expectations of the guest.

Duty Manager - The Leela Goa, Riverside Luxury beach resort, Goa, Dec 2017 – Dec 2018

- Assisted in daily maintenance of room inventory status to achieve maximum revenue.
- Supervised the activates and service levels of 15 Guest service agents and 12 Bellman attendants daily.
- Coordinates the activates with other departments In order to increase the levels of communication and guest satisfactions.
- Acted as liaison between sale and front desk staff in order to ensure all groups and events were executed perfectly.

Duty Manager - The Gateway Hinjewadi, Pune

Jan 2017 – Dec 2017

- Handled entire department operations.
- Undertaking full responsibility for managing operating expenses and purchasing for department.
- Making performance development plan for each associate.
- Arrange staff schedule as per the business needs.
- Conducting training in shift basis to improve staff knowledge.

Duty Manager - Al Nahda Resort & Spa, Muscat, Oman

Jan 2016 – Jan 2017

- Handling entire department operations.
- Had handled the entire department in absence of FOM for 2 Months.
- Undertaking full responsibility of Duty Roaster of department.
- Handling monthly meetings and keeping staff informed about the all activates in the hotel.
- Handled recruitment of Front office.
- Undertaking quarterly review for the same.

Duty Manager - Vivanta By Taj Blue Diamond, Pune

Dec 2011 – Dec 2015

- Allocating guest rooms according their room's preferences to meet the guest needs.
- Handle and resolve complain up to guest satisfaction.
- Aware of emergency procedure and daily operations.
- Handling VIP guests and input defect into database.
- Spot check staff's work to ensure work is being done correctly and that errors are corrected before they become issue.

Front Office Associate - Trident, Mumbai

July 2011- Dec 2011

- Performed Check ins and Check out.
- Room Controlling and blocking.
- Handling Reservations.
- Handling all guest request and complaints.
- Maintaining weekly and monthly reports.

Education

- BBA in Hotel and Tourism Management – Metropolitan College of HMCT, Pune

Reference

- **Darryn Dias- +91-9923654301**
General Manager – Red Fox Hotel, Morgim Goa
- **Allan Pachaco - +91 8208117921**
General Manager – Lazy Lagoon By Lemon Tree
- **Pritam Chatterjee - +91 8885533585**
General Manager – Kenilworth Resort Goa