

# Rasaputra Madhur Singh

## Hospitality Professional

Seeking an opportunity as an Front Office Manager utilizing management education, Skills and experience from Customer Service and Administrative role. Currently working at Seasons Hotel, Rajkot As a Front Office Manager



## Experience

**June 2023 - March 2024**



Holiday Inn Express Chennai OMR Thoraipakkam | Nehru Nagar,  
OMR Road, Chennai, India

### Assistant Front Office Manager (Acting HOD)

- Selecting, Training, Supervising & Supporting front office staff
- Ensuring that all customer-related tasks are handled accurately on time to improve guests experience & Coordinating with other department heads for smooth Hotel Operations
- Handling customer complaints and special requests
- Maintaining an orderly appearance throughout the reception area
- Preparing monthly management reports on Guest feedbacks & Action Plan for the same
- Managing Departmental Budget & Monitoring stock and ordering within the budget & maintaining a professional relationship with Vendors
- Enforcing all cash-handling, checking and credit procedures
- Meeting VIP's upon Arrivals & Upholding hotel's commitment to hospitality
- Review daily front office work and activity reports generated by Night Audit
- Preparing budget on Additional revenue & monitoring of achieving the same
- Perform other duties as requested by management

**April 2022 -December 2022**



Novotel Vijayawada Varun | Bharathi Nagar, Vijayawada, India

### Duty Manager

- Ensuring a smooth and efficient running the Hotel operation, ensuring that all hotel Guests and Visitors receive and optimum level of service and care at all times.
- Use discretion and tact when dealing with guest enquiries, problems or complaints in an efficient and professional manner without detriment to the Hotel and / or its reputation.
- Assist the Front Office Manager in supervising the Guest Relation, Lounge, communications and the Front Desk Operations.
- Co-ordinate the introduction and training of new employees and also be required to identify training, plans them and deliver to meet needs to all colleagues.
- Supervise the cross training of staff from other departments.
- Report any hazards of health and safety to guests and staff to the Front Office Manager and take immediate corrective action as and when necessary.
- Assist in daily operations of Gym, Swimming Pool, Spa & Travel Desk

## Contact Information



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Kavali, SPSR Nellore District,  
Andhra Pradesh - 524201

## Education

### • 2013 - 2016

B.Sc in Hospitality & Hotel  
Administration (Affiliated to  
NCHMCT) GPA : 78 %  
SRM Institute of Hotel Management,  
Chennai, India

### • 2011 - 2013

12th Board of Intermediate, Andhra  
Pradesh GPA : 61 %  
Sree Chaitanya College, Kavali

### • 2010 - 2011

10th Board of Secondary Education,  
Andhra Pradesh GPA : 83%

Minerva English Medium High School, Kavali

## Expertise

- Adept in Customer Handling
- Strong Team management & Organizational skills
- Customer service is everyone's attitude
- Well versed in all sub departments of Front Office
- Efficient in MS Office, OPMS (Opera & Oasis), GDS (Reservation Portals) & MARSHA
- Customer feedback systems (Medallia)

## Key Achievements

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- Received Welcom Achiever award Twice at ITC Grand Chola
- Certified for Helping poor by HelpAge India
- Participated in Operational Excellence Program - Z.E.S.T
- One of the highest Up seller of the Department
- Been a part of handing an Internal audit twice for Front Office Department

## Languages Known

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- English
- Hindi
- Telugu
- Tamil

### November 2014 - March 2015

 Hotel Clarks Shiraz | Agra, India  
**On the Job Training**

- Learned the basic processes in all the four core departments.
- Telephone Etiquette
- Handled Group Arrival C-Forms on daily basis during training period in Front Office Department.



### March 2020 - December 2020

ITC Grand Chola | #63, Mount Road, Guindy, Chennai, India

#### Guest Service Executive

- Training new hires & Preparing Roster
- Monitoring & Reporting on Revenue & cash flow
- Conduct daily briefings & Debriefings along with Duty Manager
- Handling group / wedding check ins & check outs
- Addressing Customer issues & complaints in timely & professional manner
- Worked with Management to assess & improve process
- Been a part of implementing WeAssure Process during Covid-19 period and reopening of Hotel post Covid.



### December 2018 - February 2020

ITC Grand Chola | #63, Mount Road, Guindy, Chennai, India

#### Guest Service Supervisor

- Upselling rooms & Additional facilities
- Performing all cashiering functions
- Proper reporting of unhappy guests to Duty Managers and Guest Relation Manager
- Responsible for the Grooming and the Upkeep of the Department.
- Accountable for creating the indent while considering the budget
- Tracking VIP & Loyalty Member arrivals and ensuring the stay was Comfortable.
- Introducing the loyalty program (CLUB ITC & Marriott Bonvoy) to regular hotel clients to the new hires.
- Commitment to achieving loyalty goals.



### July 2016 - November 2018

ITC Grand Chola | #63, Mount Road, Guindy, Chennai, India

#### Guest Service Associate

- Welcoming guests upon Arrival & assigning rooms
- Assisting guests with Check In & Check Out Processes
- Maintaining the daily operation records shift wise
- Coordinating with the other respective departments for smooth operational i.e Housekeeping, Food & Beverage, Production and Engineering
- Attained a check-in and check-out score of 99.9%

## Declaration

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*I, Rasaputra Madhur Singh hereby declare that all the details furnished above are true to the best of my knowledge.*

**(R. Madhur Singh)**