

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 an 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

- 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

- 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 - Febuary 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 Servie 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

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

(R. Madhur Singh)