



# Amod Dwivedi

## PREVIOUS EXPERIENCE

### **Radisson Blu Hotel Indore (200 Rooms) Assistant Front Office Manager**

**Feb 2023 – Till Date**

**Heading the Front office operations in absence of FOM.**

- > Managing the overall profitability of operations with strategic utilization & deployment of available resources to achieve organizational objectives and operating standards.
- > **Managing teams with varied cultural, lingual and professional backgrounds.**
- > Imparting Staff Training on areas of Motivation, Team-Building, Morale Building, Company Policies, Decision Making and Pattern Solving Issues etc.
- > Staff Planning, Roster Controlling & Monitoring for ensuring smooth and efficient operations. Responsibility includes Daily Briefing to all associates.
- > Ensuring that all guest need / complain related tasks are handled accurately and on time to improve guest experience.

## OBJECTIVE

Seeking a position that will utilize my talent to enhance the growth of the organization and to apply for a position where my skills can be developed and used effectively. I wish to refine my knowledge in the area of customer service, satisfaction and management. My major objective is to make a mark on peoples mind just by placing myself in their shoes and never adapting to "Duty for Duty sake" attitude. I am willing to provide the organization an enthusiasm, positive attitude, creativity and new ideas.

## CONTACT DETAILS

Address:- Satna Road Block Colony Amarpatan -485775

Mobile :- +91 9875734686, +91 8595805817

Email:- [amod.dwivedi@n@gmail.com](mailto:amod.dwivedi@n@gmail.com)

## ACHIEVEMENTS AND AWARDS

> Got appreciation letter for highest up seller in The Westin Pushkar at year 2018 Q1.

> Got appreciation letter from General Manager & DOSM in Fairfield by Marriott Lucknow for handling Group & Crew billing.

> In second quarter have been recognized as the LEADER OF QUARTER at Fairfield by Marriott Hyderabad.

> Excellent feedback from the Guest on MEDALLIA at all the hotels I have worked.

> Continue to get excellent feedback by the Guest on Trip Advisor at all the hotels I have worked.

> 3 Times Employee of the month & 02 Times Executive of the month in Courtyard & Fairfield Marriott.

### **Sayaji Hotel Raipur (101 Rooms) Assistant Front Office Manager (HOD)** **Oct 2022– Feb 2023.**

> **Heading the Front office operations.**

- > Imparting appropriate in house training to the team so as to attain Service Excellence & Teamwork.
- > Overseeing smooth & scheduled implementation of brand standards so as to minimize gaps in actual v/s required standards.
- > Ensuring Cost Reduction in work process and achieving high degree of work efficiency.
- > Evaluates the job performance (B S C) of each front office employee.

## **Holiday Inn Gurugram Sector 90 (263 Rooms) Duty Manager**

**JUNE 2021 – SEPT 2022**

- Front Office Operations & experienced in handling yield management, Revenue Management, Recruitment, team management, strategic planning, preparing reports
- Do the Night audit and Rate check for all the in house guest
- Report directly to and communicates with the Front Office Manager on all pertinent matters affecting guest service and hotel operations
- Provide functional assistance and direction to all departments
- Cooperate, coordinate and communicate with other hotel departments as required
- React to situations to ensure guests receive prompt attention and personal recognition throughout the hotel
- Respond to guest needs and resolves related problems
- Supervise and direct Reception and Reservations personnel
- Support and assist Front Office personnel and all departments at peak periods
- Ensure VIPs and priority club guests receive special attention
- Assist Guest Relations in greeting, rooming, and sending off VIP guests
- Monitor appropriate standards of conduct, uniform, hygiene, and appearance of staff
- Provide input for Front Office meetings
- Promote inter-hotel sales and in-house facilities
- Check billing instructions and monitors guest credit
- Analyze and approve discounts and rebates
- Analyze the rate variance report to ensure rooms revenue control
- Take action with the Property Management Systems (PMS) in emergency situation
- Fully conversant with all hotel emergency procedures

## **Fairfield by Marriott Hyderabad Duty Manager (232 Rooms)**

**SEPT 2018 – JUNE 2020**

- Do the Night audit and Rate check for all the in house guest
- To ensure a smooth and efficient running of the Hotel operation, ensuring that all hotel guests and visitors receive and optimum level of service and care at all times
- To 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
- Drive improvement in guest satisfaction goals. Collaborate with hotel team members to establish and implement services and programs that meet or exceed guest expectations
- To set a high example in regard to punctuality, appearance, courtesy, performance, attitude, leadership, guest relations, observance of the house rules, loyalty to Management and interdepartmental co-operation
- Ensure own productivity and that of the team on a day-to-day basis by planning and assigning work and

## **The Westin Pushkar Resort & Spa - Asst. Manager Front Office (102 Rooms & Villas)**

**NOV'17 – AUG'18**

- Supervise all services offered in the Front Office Departments and ensure they are carried out with the utmost efficiency and courtesy
- Ensure quality guest service is provided including attending to guest enquires, requests and complaints, prepare and meet VIP guests and ensuring all associates demonstrate professional attitudes and behaviors' at all times
- Ensure that all colleagues are constantly updated on accurate hotel information.
- Liaises with departments on daily operation
- To report for planning, training, directing, controlling and coordinating the activities as well as to ensure effective
- To perform any other duties as required by the Management
- To supervise staff within the section
- Responsible for the daily organization of section

## **Fairfield by Marriott Lucknow - Front Office Executive (222 Rooms)**

**JUNE'16 – NOV'17**

- Guest relation Management.
- Guest history maintenance, feedback and guest query follow-ups.
- Operations including reservations.
- Room assignment & departure control.
- Cash & FOREX handling.
- Supplies, Equipment maintenance and repair.
- Listens, Apologies with Empathy, finds a solution & follows through when resolving Guest Problems.
- Other responsibilities – Lost & Found, Emergency response and guest complaints.
- Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies.

## PERSONAL DETAILS

Date of Birth ➤ 13 July 1992

Father's Name ➤ Mr. Ramakant Dwivedi

Marital Status ➤ Single

Area of Interest ➤ Front Office and Revenue

## CONTACT DETAILS

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## MY SKILLS & ABILITIES

- Excellent in forecasting the operations requirements and managing operations with the given resources
- Thinking ahead to accomplish the organizational goals in a stipulated period and with deadlines.
- Leading the team by setting examples.
- Excellent up selling techniques and promoting the brand products.
- Excellent in driving and results orienting process
- Highly organized and dedicated with a positive attitude and a quick learner.
- Proficient in Basics of front office
- Highly motivated, calm and composed in the decision taking tasks.
- Excellent oral and written communication skills.
- Excellent in guests & complaints handling.
- Excellent knowledge of Medallia and guests tracking analysis.

## COMPUTER PROFICIENCY

- MS-Office, Excel, Power Point
- Proficient knowledge of internet.
- Property Management System: - Opera, Marsha, GXP, Oasis, IDS, Micros, Shawman

## ➤ Courtyard by Marriott Bilaspur - Front Office Associate & Executive (106 Rooms)

JAN'14- JUNE'16

- Reporting to Duty Manager, Responsible for handling front desk operation also involved with the reservation and concierge.
- Handling through the guest complaints in accordance with "YES I CAN"
- Up selling of the Rooms as well as all the promotions running in hotel ➤ Good hand on the Opera Software latest version
- Handling the front desk area with confidence for prompt service and guest satisfaction
- Responsible for co-ordination of day-to-day Front Desk activities
- Responsible for the Front Desk and Lobby set up
- Maintaining the par-stock of the department

## LANGUAGE PROFICIENCY

- English
- Hindi

## PROFESSIONAL EDUCATION

**BSC – HMCTT          SYNA IAHTM, Katni M.P**

2010 – 2013.

## Diploma – AHLEI All 04 Major Department

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