



# Saumalya Kundu

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## Skills

### Front Office Operations

### Guest experiences

### Reservations management

### Staff supervision

### Multitasking Abilities

### Quality assurance

### Talented leader

## Interests

### Playing PC/Mobile Games

### Travelling and exploring new places

## Certifications

### Global Leadership Programme

Accor Academy

July 2024

## Languages

### English

Bilingual Proficiency



### Hindi

Bilingual Proficiency



### Odia

Professional working proficiency



### Bengali

Professional working proficiency



## Experience

### Novotel Chennai SIPCOT

June 2024 - Present

Task Force Manager

Chennai

As a Head of Department (HOD) Taskforce for the Front Office, I was temporarily assigned to a sister hotel to oversee and enhance its front office operations. This role required me to bring my expertise, leadership, and problem-solving skills to support the hotel during a critical period.

#### Key Responsibilities:

- Leadership and Management: Led the Front Office team, ensuring high levels of guest satisfaction and operational efficiency.
- Staff Training and Development: Conducted training sessions to elevate the skills and performance of front office staff.
- Operational Excellence: Streamlined front desk operations, implemented standard operating procedures, and ensured adherence to company policies.
- Performance Monitoring: Monitored key performance indicators (KPIs) and implemented strategies to improve service delivery and operational outcomes.

#### Achievements:

- Successfully improved the enrollment numbers for the hotel to achieve the target.
- Enhanced staff performance and morale through targeted training and development initiatives.
- Streamlined front office processes, resulting in increased efficiency and reduced wait times for guests.

### Novotel Ibis Chennai OMR

2022-11-01 -

Duty Manager

Chennai

- Handled the department as HOD for more than 2 months, in absence of FOM/AFOM, gaining knowledge about the daily tasks and duties to be done by a HOD.
- Supervise a team of 22 staff members, including reservation agents, front desk personnel, and other related roles.
- Managing operations for 2 hotels together as a complex, 153 rooms in Novotel and 189 rooms in Ibis.
- Provide guidance, training, and performance feedback to ensure the team delivers exceptional customer service.
- A certified Departmental Trainer
- Foster a positive work environment that encourages teamwork, motivation, and employee growth.
- Ensure that guests receive a warm welcome, efficient check-in/check-out processes, and personalized service throughout their stay.
- Resolve guest concerns and complaints promptly, ensuring guest satisfaction and retention.
- Monitor guest feedback and online reviews, taking proactive measures to address any issues and improve the overall guest experience, and to achieve the given targets.
- Assist in the development and implementation of operational policies, procedures, and standards.
- Monitor the daily operations of the hotel, ensuring compliance with brand standards, safety regulations, and legal requirements.
- Oversee the hotel's reservation system, ensuring accurate and efficient handling of all bookings.
- Monitor room availability, rates, and occupancy levels to maximize revenue and occupancy.
- Handle guest inquiries, special requests, and complaints related to reservations promptly and professionally.

### Club Mahindra Varca, Goa

2021-01-01 - 2022-10-31

Senior Supervisor

- Acting Duty Manager. Implementing new ideas which help in reducing guest complaints, boosting the NPS & achieving departmental targets.
- Responsible for room allotment, tracking VIP movements for the day, and informing GREs to provide necessary amenities.
- Managing inventory and ensuring that every guest is accommodated without any inconvenience
- Provided services efficiently and with a high level of accuracy. - Prepared monthly resort audits for review.
- Oversaw day-to-day operations of a 209-room hotel with a team of 20 employees.

### Lalit Golf and Spa Resort, Goa

2020-02-01 - 2020-12-01

Front office Supervisor

- Does group billing and coordinates with the coordinator before the check-out for payment follow-up.
- Suggesting new methods that can be implemented to ease the operations keeping the overall experience for the guests as well as staff as the top priority.
- Focusing on delivering quality service to the guest.

### Taj Cidade de Goa Heritage, Goa

2018-02-01 - 2020-02-01

Front Office Assistant

- Collaborated with team members to handle guest requirements from check-in through check-out.
- Co-ordinating with housekeeping and maintenance department to resolve relating guest rooms.
- Introduced guests to amenities with a pleasant and helpful demeanor.
- Maintained files and records by implementing effective filing systems that boosted efficiency and organization.

### Leonia Holistic Destination, Hyderabad

2016-12-01 - 2018-02-01

GSA

- Welcomed each new arrival pleasantly and confirmed reservations and identification.
- Collected room deposits, fees, and payments.
- Resolved service-related problems and documented actions in the system.
- Reported facility and room maintenance problems to appropriate personnel for immediate remediation.

## Education

### Frankfinn Institute

2016-03-01 - 2017-03-01

Aviation, Hospitality And Travel Management

Diploma

### IGNOU

2020-03-01 -

Tourism

Bachelor