



Gaurav Joshi

Front Office Manager

House No 39 , Amolak Enclave ,
Near Alpine Residency ,
Zirakpur , Punjab -140603

Contact :- 9876054123

Email:-
gaurav.joshi54123@gmail.com

OBJECTIVE

EDUCATION

Nanyang Institute of Hospitality & Tourism Bachelor's Degree
Singapore Graduated May 2010

SUMMARY

*Experienced and reliable customer service with extensive experience

*Professional with fifteen years of experience in the hospitality industry & Customer service

*Increased customer retention rate by 11% through advertising and marketing

EXPERIENCE

Jan-23 to Aug-24

• Front Office Manager • Regenta Place Mohali by Royal Orchid Hotels

April-22 to Dec-22

• Front Office Manager • Regenta Place Shimla by Royal Orchid Hotels

Aug-18 to April-22

• Front Office Manager • Regenta Inn Rishikesh by Royal Orchid Hotels

Jan-18 to Aug-18

• Front Office Manager • Regenta Central Cassia by Royal Orchid Hotels

May-15 to Dec-18

• Assistant Front Office Manager • Regenta Almeida by Royal Orchid Hotels

Dec-12 to May-15

• Front Office Executive • Regenta Ashok by Royal Orchid Hotels

May-11 to Dec-12

• Front Office Assistant • Best Western Maryland

Aug-09 to May -10

• Industrial Trainee • Holiday Inn Orchid City Center

- Assuring quality control of accommodations and responds to guest needs and resolves any issues that may arise and also ensure that every guest receiving prompt attention and personal reorganization throughout the hotel and strive to achieve optimum operating result while providing guests with the highest level of service and satisfaction during entire stay.
- Report directly to and communicate with the General Manager on all pertinent matters affecting guest service and hotel operation.
- Handling OTA Rates by extranet.
- Response to all reviews posted by guest and handling negative reviews.
- Ensure team members have current knowledge of hotel products, services, pricing and policies, as well as awareness of the local area, and are continuously trained to learn and understand policies and practices.
- Always coordinate with Housekeeping on checking discrepancies and control the room availability in back to back situations.

KEY SKILLS

Customer Handling
IDS software
Adobe Photoshop: Intermediate

Hobbies & Interests

Playing Video Games
Driving
Listen to Music
Learn New Knowledge

Personal Details

Father name : Sh. Shiv Om Joshi
 Religion : Hindu
 Date of birth : 11/11/1985
 Sex : Male

REFERENCES

Mr. Vivek Sharma
General manager
8699257838