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Ashutosh Shukla



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Date of Birth
10th July 1994

PROFESSIONAL EXPERIENCE

As 'Duty Manager'

- **Radisson Hotel (Agra) 5* Luxury Property (Keys 165) – (Sep 2023-till date)**
- Handling entire front desk operation and guest relations.
- Room inventory check for smooth operations.
- Team briefing for the smooth check –in and out for the groups and VVIPs.
- Handling Night audit, Follow up for Payments from finance & handling queries from finance.
- Maintain Guest profile and circulate information in the hotel.
- Ensuring Guests have a memorable stay by addressing inquiries, concerns, and special requests promptly and courteously.
- Financial Performance (Up selling, Room Revenue, Operation Auditing). Showing Initiative, Problem Solving, Staff Training.
- Need to check the next day's arrivals and block VIP rooms in advance accordingly to strategically plan smooth operations.
- Conduct meeting and training to overcome criticism / complains.
- Hand on experience on **Opera** (Hotel Software).
- Training of associates on a daily basis to ensure high service standards and preparing of duty rosters and work allocation for Front Office associates.
- Keep track of GSS, GRI, and Enrolments.

As 'Front Desk Executive (Acting Duty Manager)

- **Club Mahindra & Resort (Kanha) 5* Luxury Property (Keys 62) (June 2022 - September 2023)**
- Need to check the next day's arrivals and block VIP rooms in advance accordingly to strategically Plan smooth operations.
- I did **SNB** Audit and many more audit.
- Provide high level of customer service and maintain a high profile in the day to day
- Customer Satisfaction (Guest Feedback, Social Media Review).
- Team briefing for the smooth check –in and out for the groups and VVIPs.
- Prepare Room revenue and occupancy, forecast to take action on rate strategies. Is involved in recruitment of new team members for front office.
- Hand on experience on **SAP** (Hotel Software).
- Ensures that guest documents and information is available and up-to-date.
- Roster to be made on a daily basis.

As 'Front Desk Executive'

- **Nataraj Sarovar Portico & Resorts (Jhansi) 4* Luxury Property (Keys 73) (June 2019 - October 2021)**
- Handling entire front desk operation and guest relations.
- Team briefing for the smooth check-in and out for the groups and VVIPs.
- Handling Night audit, Follow up for Payments from finance & handling queries from finance.
- Supervises the daily works of Associates and supervisors.
- Hand on experience on **IDS** (Hotel Software).

As 'Front Office Executive'

- **Lords Plaza Hotel & Resorts (Surat) 4* Luxury Property (Keys 134) (March 2018 - June 2019)**

As 'Front Desk Agent'

- **Polo Max Hotel & Polo Towers Group (Shillong) 5* Luxury Property (Keys 102) (August 2016- Feb2018)**

As 'Front Desk Agent'

- **Golden Tulip Hotel & Resorts (Lucknow) 4* Luxury Property (Keys 115) (July 2015-August 2016)**

ACHIEVEMENTS

- Awarded the Employee of the Year 2020-2021 by Nataraj Sarovar Portico Jhansi.
- Awarded the Employee of the Year 2019-2020 by Nataraj Sarovar Portico Jhansi.
- Best Employee of the Month-December 2020 by Nataraj Sarovar Portico Jhansi.
- Best Employee of the Month-April 2020 by Nataraj Sarovar Portico Jhansi.
- Best Employee of the Month-November 2017 by Polo Max.
- Best Employee of the Month-August 2015 by Golden Tulip Lucknow.

STRENGTHS

- A natural people-oriented person with high customer orientation.
- Effective communication and inter-personal skills with sensitivity to differences.
- Self-directed and versatile learner - high level of achievement orientation.
- Quality conscious and a sharp sense of time.
- Adapt to environmental changes and diverse responsibilities with ease.
- Values integrity and conforms to professional ethics.

TECHNICAL SKILLS

Hotel Management software	Revenue Management Tools
Opera / IDS / SAP / EPITOME / CREST	Staah /All OTA Extranet /Maximojo/ EMMA

EDUCATION AND CERTIFICATION

- **2020 – MBA (Master of Business Administration), Hotel Management & Tourism**
Integral University, Lucknow, Uttar Pradesh.
- **2017 – BHM (Bachelor of Hotel Management)**
Intellectual Institute Management & Technology, New Delhi.

REFERENCES

Mr. Lakshmi Narayan Mishra
Assistant Manager Finance (Finance Head)
Mobile No-: 7275049843
Vivanta Katra, Vaishno Devi

Mr. Ramendra Singh
Senior Duty Manager
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