**Sham.k das** 

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**OPERATIONS MANAGEMENT PROFESSIONAL, MARKETING and SALES, FRONT OFFICE MANAGER, RESERVATIONS, OTA ADMINSTRATION, SOCIAL MEDIA MARKETING & PROMOTION, DIGITAL MARKETING, META RANKING ETC.**

Seeking a challenging position in service industry with leading names in Hospitality sector and Retail/ Malls that helps me cultivate my skills to the fullest with an opportunity to display my talent & become an asset to the organization.

**PROFILE**

* Competent, diligent & extremely efficient Hospitality Professional with 9 years of experience in managing the entire gamut of operations and functions related to the Hospitality/ Retail Industry / Malls.
* Strong background in Operations, Public Relations, Business Development, Administration, Customer Relations with expertise in planning, executing and spearheading operations involving commercial, administration, infrastructure & facility management.
* Expertise in driving sales & revenue enhancement initiatives with strong track record of exceeding budgeted performance milestones along with conceptualizing & implementing cost control measures to optimize efficiency.
* **Customer-satisfaction driven professional with excellent verbal communication skills,** a professional appearance and demeanor to handle front office operations. Exceptional phone etiquette skills in a high-call volume environment & enjoys providing hospitality services to guests; multilingual with proficiency in **English, Hindi,** Russian & French**.**
* Exceptional talent for problem solving through reasoned thought processes, as attested to by a track record for client loyalty and employer satisfaction; **outstanding presentation and Leadership Skills.**

**Core competencies**

Customer Service • Office Management • Manpower Planning • Budgeting • Resource Optimization • Guest Satisfaction • Cross Functional Coordination • Staff Administration & Operations • Strategic Planning • Training • Procedure & Systems • Quality & Hygiene

**PROFESSIONAL EXPERIENCE**

**LE ROI HOTEL Since 2016**

**Operations Manager**

* Overseeing operational functions consistent with the strategic plan, the fiscal budget, and the short term and long-term profitability objectives.
* Monitoring the delivery standards and measurement of guest service consistent with the service standards.
* Developing and implementing policies, processes and procedures for assigned departments for achievement of high quality service and financial goals.
* Devising strategies for front office, bell stand, parking, concierges to enhance Hotel’s services & achieving organizational goals.
* Working in close coordination with Sales, F&B, Housekeeping and other departments and leading efforts across planning and coordinating hotel housing activities.
* Providing ideas and suggestions for new products, services, technology and processes to ensure the Hotel's competitive position and in anticipation of changing customer needs within the dynamic hospitality environment.
* Conducting quality control audits, planning audits & preparing reports thereby ensuring hotel credit policies were enforced. Scheduling routine inspections of the front office, back office, lobby and public areas to ensure the appearance of such areas reflects highly on the hotel brand.
* Maintaining Reports like MIS, Daily Credit, Guest Feedback, Amenities Cost control, Ecotel and Training standards
* Handling front desk activities such as billing and cash in accordance with hotel's standards.
* Discipline, counsel and coach the staff if necessary, using proper techniques and documentation.
* Recognizing areas of improvements for revenue generation and establishing quality standards and implementing stringent quality assurance and food safety systems to enhance consumer satisfaction towards products
* Developing and enhancing business for the organization and carrying out marketing activities to achieve the targets
* Identify business opportunities and enhance the overall revenue. Escalate brand visibility through implementing promotional strategies and personal relation skills
* Tighten administrative grip on operations and efficiently investigate discrepancies and take corrective action. Ensuring the Quality, Hygiene, Safety food, Banquets, F&B and Housekeeping.

**HOTEL SUNCITY 2009 - 2013**

**Front Office Manager**

* Efficiently handled front office relations to ensure proper information management and service standards.
* Managed room reservations, cash counter & maintained the check in / checkout register and reviewed the duty roster.
* Led efforts across scrutinizing customers’ documents as per the requirements & informing the customers about any discrepancies. Proficiently deal with VVIP’s & Protocol related business from Embassies.
* Responsible for reservations management, room reservations and F&B operations. Managed block reservations, Guest profile updation & communication to relevant team members
* Proactive in competition analysis. Handled Rate & Revenue Management as per periodic trends
* Successfully entertained the clients, gave complete details about their queries & tried to resolve their problems. Instrumental in service excellence and customer satisfaction.
* Responsible for handling guests, increase guest satisfaction. Evaluate the feedback for further changes/ improvisations.

**TIVOLI GARDEN RESORT HOTEL, New Delhi July 09 – Sept 09**

**Front Office Executive**

* Forecasted trends in occupancy, budget for room sales, develop/ implement strategies for garnering larger market share, optimizing sale of room’s inventory & maximization of Average room rate.
* Kept abreast of local, national and international best practices/trends in accommodations management.
* Maintained highest standards of customer service giving preference to their satisfaction & promptly resolved their problems & concerns for referral & repeat business.

**SHIV VILLAS PALACE, Jaipur Sep 07 – June 09**

**Front Office Assistant**

* *Got the best employment award of the year in Shiv Villas Palace Hotel*

**TRAININGS ATTENDED**

Organization: Ashok Hotel, New Delhi

Duration: 6 months, Mar’07 – Aug 07

**NSE Training program in Technical Analysis OTA**

Ignite online academyfrom Mumbai

**EDUCATIONAL DEVELOPMENT**

**BBA** EIMES, Delhi

**Diploma in Application Software Programming** F-Tec Delhi

**12th 2005** C.M.S, Bihar, 63%

**10th 2003** C.M.S, Bihar, 55%

**IT PROFICIENCY All OTA exparties to handle, social media promotion , digital marketing, MS-Office (MS-Excel, MS-Word), Windows-XP.98, Proficiency in IDS Software**

Date of Birth: 15th October 1987

Languages Known: English, Hindi, Russian & French

References**:** Will be furnished on request