**SHIVRAJ KACHRU**

**B-2 KENDRIYA VIHAR SECTOR- 56**

**GURGAON, haryana, 122011**

**+91- 9643177975**

[**SHIVRAJKACHRU0512@GMAIL.COM**](mailto:SHIVRAJKACHRU0512@GMAIL.COM)

**PERSONAL SUMMARY**

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with the minimum of supervision whilst leading a team of twelve or more. Having a proven ability to lead by example, consistently hit targets, improve best practices and organize time efficiently. Now looking forward to a making a significant contribution as a team leader with a company that offers a genuine opportunity for progression.

**WORK EXPERIENCE**

**THE INDERLOK HOTEL DEHRADUN (UTTRAKHAND)**

***MANAGER FRONT OFFICE December 2011 – Till Date***

**ABOUT HOTEL & FACILITIES**

**Hotel Inderlok is one of the most reputed deluxe hotel in Dehradun when it comes to hospitality. It is a modern facility providing contemporary facilities and comfortable accommodation. Such is the standard of their facilities and services that the hotel is highly recommended Property. Which has 44 Rooms, 3 Conference halls, 2 Banquet Halls, 1 Bar, 1 Multi-Cuisine Restaurant,1 Coffee Shop, Hotel Inderlok comes under 4star category.**

**Software Used :IDS**

* Customer Satisfaction
* Financial Performance (Up selling, Room Revenue, Operation Auditing).
* Showing Initiative, Problem Solving, Staff Training, Team Leading.
* Welcomes guests and fosters customer loyalty through his/her friendly manner.
* Manages and motivates the Front Office team in order to provide a high standard of service for customers.
* Develops high quality relationships with guests throughout their stay.
* Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a fast solution.
* Oversee and supervises guest arrivals and departures with the front office executive and duty managers.
* Provide high level of customer service and maintain a high profile in the day to day front office operations.
* Ensure that personalized service is offered to each and every guest.
* Ensures that the pricing policy and internal audit procedures are duly applied.
* Supervises the management of debtors, group and individual guest invoicing and cash operations.
* Monitor all executive floor executives to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.
* Review arrival list for all arrivals and VIPs to check room allocations, amenities and special requests.
* Prepare monthly and daily revenue report and circulate to all HOD's.
* Prepare Room revenue and occupancy forecast take action on rate strategies.
* Integrates and trains employees, providing support for skills development.
* Ensures that all front desk employees are well presented (uniforms, personal hygiene, and also punctual.
* Ensure team members have current knowledge of hotel products, services, facilities, events, pricing and policies and knowledge of the local area and events.
* Have a good knowledge of all systems and standard operating procedures of front office. Ensures that guest documentation and information is available and up-to-date.

**SVELTE HOTEL & PERSONAL SUITES NEW DELHI**

***Sr. DUTY MANAGER (FRONT OFFICE) January 2007 - October 2011***

**ABOUT HOTEL**

**Svelte Hotel & Personal Suites is Delhi’s most unique hotel ideally situated for business, sightseeing or shopping. Each of the hotel's spacious suites are done up tastefully keeping in mind the basic needs of a traveler. Svelte is within easy reach of many of city’s top attractions and business districts. We offer you an experience that is simply refreshing and amazing.**

**FACILITIES**

* 83 Personal suites
* 24 hours Room Service
* Round the clock dining at The Lounge
* Business Centre
* Concierge Services
* Roof top swimming pool
* Fitness centre overlooking the mall gardens.
* Complimentary car parking facility
* Travel Desk and car hire facility
* **Software Used :IDS**

**KRA’s & SKILLS**

* Assists in VIP’s arrival departure in absence of guest relation Greets the VIP guests of the hotel.
* As directed by the Front office Manager, Performs special services for VIP Guests.
* Gives the instructions to the Night Reception, during the high occupancy periods, regarding: walk-in guests and release room blocked because of no- shows
* Prepares and checks for VIP’s arrival and escorts guests to rooms.
* Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
* Handles guest complaints and other related problems and reports on the Assistant Manager’s log book.
* Answer guest’s inquires, handles complaints and attend to the needs of the guests.
* Approves and sign for allowances, rebates etc., as required by Front Office Cashier.
* Authorizes charges to be made for late departures and compliments on them.
* Motivates and maintains good staff relations.
* Maintains and be guided of hotel policy on credit/lost and found hotel guests properties.
* Follows up in credit check report, liaise with credit manager.
* To responsible for front office operation during the absence of Front Office Manager.

**FORTUNE SELECT GLOBAL HOTEL GURGAON**

***DUTY MANAGER (FRONT OFFICE) September 2004 - January 2007***

**ABOUT HOTEL**

**Fortune Select Global is an upscale, first class, full service business hotel in Gurgram. Gurgram is one of Delhi's four major satellite cities and is part of the National Capital Region of India (NCR). Today, Gurgram is home to major multinational corporations from around the globe and is among the fastest growing cities in India. Fortune Select Global, Gurgram with 107 well-appointed rooms, delectable dining options, modern conferencing and banqueting space and a Wellness Centre with gymnasium and swimming pool is the hotel of choice for both business as well as leisure travelers. Fortune Select Global Comes under 5star category hotels.**

**SERVICES & FACILITIES**

* Parking
* Restaurant
* Bar
* Conference Room
* Gymnasium
* Swimming Pool
* Body Treatment
* Steam/ Sauna» Beauty Salon
* Global Distribution System
* **Software Used IDS**

**KRA’s & SKILLS**

* Greets the VIP guests of the hotel. As directed by the Front office Manager, Performs special services for VIP Guest’s.
* Assists in VIP’s arrival departure in absence of guest relation officers.
* Gives the instructions to the Night Reception, during the high occupancy periods, regarding: walk-in guests and release room blocked because of no- shows
* Assists in handling room lock problems.
* Prepares and checks for VIP’s arrival and escorts guests to rooms.
* Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
* Handles guest complaints and other related problems and reports on the Assistant Manager’s log book. .
* Approves and sign for allowances, rebates etc., as required by Front Office Cashier.
* Authorizes charges to be made for late departures and compliments on them.
* Motivates and maintains good staff relations.
* Maintains and be guided of hotel policy on credit/lost and found hotel guests properties.
* Follows up in credit check report, liaise with credit manager.
* To responsible for front office operation during the absence of Front Office Manager.
* To discuss all matters that needed to follow up with the next shift Reception Manager.
* Approves the working schedule for the front office attendants and submits them to front office manager.
* Assigns and Approves Duty roster for all Front desk staffs.

**THE BRISTOL HOTELGURGAON**

***FRONT OFFICE ASSISTANT February 2004 - September 2004***

**ABOUT HOTEL**

**The Bristol Hotel, a landmark of Elegance and Comfort, is the pioneer of Luxury hotels in the business city of Gurugram. It boasts of being the most contemporary hotel in Gurugram and offers superlative standards of comfort and luxury complemented with a variety of restaurants offering delectable cuisines of the world. The Bristol Hotel Gurugram, a truly luxury – business hotel, offers 83 bay rooms comprising of Penthouse Suites, Business Suites, Executive Club Rooms and Deluxe Rooms. The promise of functional opulence and total privacy is assured.**

**FACILITIES**

* Riviera Spa
* Beauty Salon
* Swimming Pool
* Health Club
* Peppers
* Business Center
* Other Facilities
* free Wi-Fi broadband access,
* 24hr room service,
* laundry & dry cleaning on chargeable basis,
* Car rental service,
* Travel desk assistance,
* Secretarial services,
* Flower & Utility shop,
* Foreign exchange,
* Conference and video conferencing.
* **Software Used IDS**

**KRA’s & SKILLS**

* Register guests and assigns rooms. Accommodates special requests whenever possible.
* Assists in preregistration and blocking of rooms for reservations.
* Understands room status and room status tracking.
* Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies and procedures.
* Knows room locations, types of rooms available, and room rates.
* Coordinates room status updates with the housekeeping department by notification housekeeping of all check outs, late checkouts, early chek-ins, special requests, and day use rooms.
* Possesses a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
* Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange,
* Process guest check-outs.
* Follows procedures for issuing and closing safe deposit boxes used by guests.
* Understand that business demands sometimes make it necessary to move employees from their accustomed shift to other shifts.
* Reports any unusual occurrences or requests to the manager or assistant manager.

**EDUCATION**

***AIR HOSTESS ACADEMY NEW DELHI***

* DIPLOMA - AVIATION AND HOSPITALITY MANAGEMENT

**KENDRIYA VIDYALAYa NEW DELHI**

* X th FROM CBSE
* XII th FROM CBSE

**DONE B.sc (IT) FROM SMU**

* SIKKIM MANIPAL UNIVERSITY PUne MAHARASHTRA

**ADDITIONAL SKILLS**

* STOOD FIRST IN FASHION SHOW HELD IN AIR HOSTESS ACADEMY

**PERSONAL DETAILS**

**FATHERS NAME – Mr. O.N KACHRU**

**NATIONALITY – INDIAN**

**DATE OF BIRTH – 14th MARCH 1982**

**MOBILE NUMBER - +91- 9643177975**

**ADDRESS- B-2 KENDRIYA VIHAR,**

**SECTOR – 56 GURGAON,**

**HARYANA-122011**

**MARITAL STATUS - MARRIED**

**SHIVRAJ KACHRU**