

Jaiprakash Semwal

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Seeking Middle level positions in Operations, Institutions, Client Relationship Management, and New Initiatives with an organization of repute in the Hospitality sector.

CAREER OVERVIEW

- Around 14 years' experience in the area's operations, Client Relationship Management, Team Management and General Administration with reputed organizations.
- Demonstrative excellence in executing Customer Relationship activities in the organization with new initiatives for restructuring strong customer interface.
- Hands an experience in Operations, Front Office Operations, Revenue Management, OTAs and Customer Relationships
- Management in Hospitality industry.
- Participated in the training, hiring, and documenting of all departmental staff.
- Recognised for outstanding organizational skills, creativity, artistic display, public relations management and an ability to consistently exceed guest expectation.
- Proven abilities in delivering value-added customer service and achieving customer delight by providing customized products as per requirements.
- Strong technical acumen with good leadership qualities & motivated with a drive to deliver results and achieve objectives.
- Proven abilities to lead operations in strict & disciplined environments.
- An effective communicator with exceptional relationship management & problem-solving skills.

EMPLOYMENT RECORD

Name of the Organisation	Position	Time Duration
Hotel Solitaire Resort Mussoorie	General manager	10 Jan 2021 – till present
Hotel Radha residency by AHR € RP.	General manager	Oct 2019- 2 Jan 2021
Hotel Dun5virk court Mussoorie	Operation manager	10 may 2018- 15sep ,2019
Hotel Dun5virk court Mussoorie	Front Office manager	April 2015 — 03 april,20 18
Hotel Ashok country resort	Asst. Font officemanager	April 20 12 March 2015
Hotel classic diplomat mahipalpur del	Front Office Exe	April 201 1— April 20 12
VIP Guest House reliance Janmanager	Front Office Supervisor	August 2009 Feb 2011

Proficiency Forte

Front Office Operations

- Assisted in the daily maintenance of room inventory status to achieve maximum revenue.
- Qualified sales lead and lead sales tours whenever Sales Manager was not on property.
- Maximize room revenue and occupancy by reviewing status daily. Analyze rate variance, monitor credit report and maintain close observation of daily house, Monitor selling status of house daily. Flash report, allowance etc.
- Responsible for monthly meetings, inventory, ordering supplies, balancing check book, training and discipline of all associates.
- Coordinates with all departments such as Housekeeping and Catering Sales to review daily events to offer thebest support to employees and guests.
- Created positive experiences by engaging and welcoming guests as they enter and pass through the

lobby.

- Listened and act on guest issues and concerns and ensure that all of their needs are met promptly and to their complete satisfaction.
- Ensured guest satisfaction and safety while spurring revenue for hotel. Provided high-quality hospitality to all guests through responsive issue resolution and assistance, serving as Front office Manager.
- Ensured that front office paperwork was completed quickly and efficiently to help operations run smoothly.

FUNCTIONAL AREA IN RESERVATION

- Preparing Daily Business Report.
- Forecasting based on the market scenario and data of past years.
- Customer Focus
- Group Management.
- FIT handling.
- Managing the Reservation team.
- Inventory Management
- Reservation Report
- Monitoring the jobs of tether Reservation Associates in details.
- Monitoring and pushing for up sell of rooms.
- Keeping direct liaison With the Sales team for business.
- Keeping connection with all (PTAs).
- All other basics of reservation i.e. taking reservation, handling guest queries, making groups etc.
- Training imparted to the Reservation Associates.
- Motivating the staffs to give their best at work.
- Maintaining required discipline and etiquettes
- Rate negotiation.
- Handling of Inventory on sold out/high occupancy dates.

FUNCTIONAL AREA IN REVENUE MANAGEMENT

- To set the BAR Strategy at the Unit based on accurate forecasting to reduce aphorism, provide uniformity across various sources, ease in selling, empowering the staff and sales with a justifiable rate based on the demand and ultimately lead to better handling of enquiries and reduce haggling.
- Forecasting Model to provide futuristic view to be able to decide on rate & room availability.
- Introduce 'Rational Pricing' – setting rates to a level that can be justified, yield managed and fenced using 3 main elements influencing rational pricing – correctly positioned for the current market place, having a time to arrival or restrictions-based set of rates.
- Set overbooking limit at the regional sales offices and also decide various fences on the various packages floated across the chain.
- Inventory Control through CRS. Also manage and create Rate Codes and various Rates Scales effectively through CRS.
- To keep a track of Market Intelligence in close coordination with Sales Force.
- Basic idea to prepare Consolidated Hotel Budgets along with Sales & Marketing and Operations.
- Forecasting
- Inventory Management.
- Quoting for bulk.
- Assisting the Revenue Manager.
- Rate negotiation
- Seasonal package loading.
- Keeping sales informed of the House status for near future dates for yielding.

- Hunching Extranet.
- Used revenue Management software like Hotelligence, Optims, Smith Travel Report etc.
- Handling of inventory on sold out/high occupancy dates.
- Reports prepared on: Market Segment, Upsold rooms, Corporate productivity, Transient Productivity, GDS and OTA productivity, Nationally of guests travelling, Busies on Books,

Client Servicing

- Coordinating with in-house and potential guests to understand their requirements and customise the product and services accordingly.
- Followed up with all guest comment cards via email, mail, or telephone and provided any necessary service recovery.
- Redressing grievances of customers, if any ensuring that they are resolved to complete satisfaction of the customers.
- Maintaining good relations with corporate, travel agent's clientele.
- Ensuring strict control on room key and continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.

Staff Training and Development

- Ensured that all Front Office employees were trained in the latest customer service techniques and tools.
- Monitored scheduling and training programs of Lobby Manager, Executive and Bell / Door Staff.
- Implemented overbooking and selling strategies to spark enhanced revenues.
- Calculated payroll and work schedules, and produced printed reports.
- Attends regular behavioral and vocational training, in management related areas so as to enhance skills and develop oneself.
- Adept in motivating the departmental associates in maximizing their capabilities, lending an exclusive focus on guest satisfaction.

Team Management

- Briefing Executives and Associates.
- Identify potential areas of grooming associates and members through regular assessments and mentoring new hires.
- Providing departmental training of staff, making their duty roster, taking care of their leaves.
- Monitoring the punctuality, Appearance and standard of hygiene of all associates and trainees.
- Training the staff for maximizing productivity and maintaining all relevant record regarding training.
- A skilled communicator with excellent man management, with leadership, interpersonal & analytical skills. Aflair for interacting with people.

Highlights:

- Distinguished as the Employee of the month.
- Entrusted with the additional responsibility of Duty Manager from the front office manager.

Hotel Operation Software

- Fidelio, Opera, IDS, SAP & Micros.

TRAINING

- Six Months Industrial Training from Quality inn hotel vishnupriya Udaipur
- Worked as a front office supervisor same hotel from May 2006 to May 2007

SCHOLASTICS

- Z B.A IN
- Political science from H.N.B Garhwal university 2008
- Diploma in Hotel and Catering Management from the Institute of Hotel Management, UFCI TEHRI in 2005.

PERSONAL DOSSIER

Date of Birth : 25 JULY, 1986

Permanent Address : s/o SH B.P SEMWAL Vill- SWADI P 0 NAGRAJADHAR CHAMBA TEHRI
(Uttaranchal) GARHWAL