



## MAYUR SHARMA

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Experienced Hospitality Professional with a decade's experience in front of house operations in different market segments at luxury Hotels. My Skill set includes sound operations knowledge, strong coaching and analytical skills, customer satisfaction and feedback assessment implementation, Public relations and interpersonal skills.

### Academic Qualifications

Year	Degree	Institution	Board	Subjects / Specialization
2010	B.Sc.	IHM Ahmedabad	IGNOU	Hospitality & Hotel Adm.
2005	12 <sup>th</sup>	K V No 4, Jaipur	CBSE	PCMB
2003	10 <sup>th</sup>	Tiny Blossom School	RAJ. Board	All subjects



### Front Office Manager

Caravela Beach Resort, Goa

(October 2019 - April 2020)

- Responsible for Front Office operations of 198 rooms luxury beach resort and supervising Guest Services Team of 38 members ensuring Exceptional Customer Service.
- Managing & Conducting Human Resources activities for the department for correct talent acquisition.
- Handle areas including Guest Services/ Relations, Reception, Concierge, Bell desk, Telephones and ensure that all Front Office policies/SOP's and guidelines are adhered to.
- Ensuring quality check in/check out experience as per the brand standards and exceeding the expectations of guests on daily basis by providing personalized service.
- Expertise in managing large size groups for wedding ceremonies, conferences and other MICE events.
- Maximize room revenue and occupancy by reviewing and analyzing rate variance, monitor credit report, flash report, allowances etc.
- Monitor all VIPs' movements and requests.
- Review all vital records books and documents of Front Office.
- Initiate monthly departmental meetings and establish control systems for controllable costs in order to effectively meet budget guidelines.
- Visible in front of house during peak hours to assist front desk team and ensure smooth operations.
- Ensure guest satisfaction scores are always at par for attributes like Check in/Checkout, luggage assistance, error free billing, concierge services etc.



**Embassy Boulevard Luxury Residences & Clubhouse ( Since Pre -Opening )**

**Designation: Manager – Front Office and Guest Services**

**( June 2017 - September 2019 )**

- Handling operations for 170 luxury residences , 20 Guest Rooms, Housekeeping, Engineering and Sports complex.
- Responsible for property and asset management, leadership and operational management for all aspects of the Residential Business.
- Responsible for recruiting, managing, training and developing the Residential Services Team and ensure that all team members are following the SOP's.
- Handle areas including Customer Services/ Relations, Reception, Travel Desk, Concierge, Kids Club & Health Club.
- Responsible for establishing and executing risk management, preventive maintenance and regular maintenance plans for the development of the residential and common areas.
- Monitor and review monthly Profit and Loss statement of each entity, analyse the result and take necessary actions.
- Responsible for handling disciplinary issues of the department and staff performance issues in compliance with company policies and procedures.
- Responsible for establishing and executing annual residential operations plan.
- Responsible for planning and co-ordination of all social activities and engagements for Guests and Home Owners.
- Vital link between owners/tenants, guests and management and is the “eyes and ears” of the property.



**TAJ Hotel, Residency Road, Bangalore**

**Designation: Front Office Manager**

**( July 2015 - June 2017 )**

- Responsible for entire front office operations.
- Handle areas including Bell Desk, Operators, Guest Services/ Relations, Reception, Travel Desk , Concierge and Reservations.
- Responsible for the Online Travel Agent Portals/Monitor Rate Parity/Rate contracting .
- Work closely with Revenue Manager and Sales Team to coordinate hotel rate schedules, shoulder dates, inventory and booking availability and managing swing of rates on different OTA websites.
- Impart Training to staff on up-selling and cross-selling of rooms.
- Ensure incremental revenue is generated (by charging Early Check in/Late checkout/day use rooms) resulting in increase of ARR and Revpar.
- Conduct accommodations team meeting every evening for next day to ensure all guest preferences needs/requirements are anticipated, understood and met.
- Part of Strategy Planning/Budgeting for the next year and providing CAPEX for the department.
- Responsible for conducting Job Chats/making monthly ESS plans.
- Responsible for handling disciplinary issues of the department and staff performance issues in compliance with company policies and procedures.
- Responsible for recruiting, managing, training and developing the Front Office team .



**THE LEELA**  
PALACES HOTELS RESORTS

(April 2014 -June 2015)

## **The Leela Palace Bangalore**

**Designation: Duty Manager**

- Executing daily front office operations of a 357 room hotel.
- Minimize loss of revenue by adhering to all established credit and inventory control procedures.
- Proactively support team members, offering suggestion and taking initiative and ownership of actions.
- Ensure compliance to all hotel cashier and credit policies.
- Recommend hotel products and services to the guest ensuring The Leela service standards are maintained and exceeded generating more profitability.
- Collaborate with the management team to analyze customer satisfaction level to design and execute programs to improve the level of service.
- Analyzed credit limit report on everyday basis by completing high balance report and ensured timely payments for all.
- Develop and manage all guest rooming procedures.
- Analyzing an upgrade check by ensuring the rooms are blocked one night prior considering the departure and arrival time of the guests.
- Co-ordinate with House-keeping extensively to prepare for sold out nights.
- Increase revenue through up-selling by offering customers upgraded rooms and promoting hotel.
- Certified First Aid responder of the Department.



## **Vivanta By Taj -Fort Aguada Goa**

**Designation: Duty Manager**

( October 2012 - March 2014 )

- GSTS analysis and improvement, room blocking, making rate codes, guest engagement, handling guest complaints
- Ensure guest satisfaction, conduct monthly Departmental Meeting, handling groups, upkeep of Legal Records.
- Core member of the Front Office team responsible for managing the 24 hour Front Office operations of the 147 room hotel with 90% Average occupancy.
- Effectively managed all guest related complaints, enquiries and suggestions, providing prompt and mutually benefitting resolutions, resulting in maximum guest satisfaction .
- Represented senior-level management for operational issues and coordination with other departments.
- Prepared duty rosters, trained and mentored front-office staff including the concierge, travel desk, reception, telephones and business center .
- Coordinated departmental up-selling of rooms and cross-selling, and monitored financial performance metrics including incidental revenue and operation auditing .
- Conduct monthly Departmental Meeting, handling groups, upkeep of Legal Records



## Rambagh Palace, Jaipur

**Team Leader :- Palace Services**

**(July 2011 - September, 2012 )**

- Management of duty roaster, Improvising Front Office operations.
- GSTS analysis and improvement, room blocking, handling customer feedback system.
- Guest engagement, handling guest complaints.
- Conduct monthly departmental meeting ,tracking guest profiles, KPI adherence, TPAM analysis, TBEM analysis.
- Ensure satisfaction and motivation of team members.
- Handling room inventory of 79 luxury rooms.
- Follow up for all arrival, in-house and departed guest for preferences .
- Handling long stayers, VVIP/VIP profiles and repeat guests.



## Taj Falaknuma Palace, Hyderabad

**Management Trainee - Palace Services**

**(May 2010 - June 2011)**

- Part of the Pre- Opening team of Taj Falaknuma Palace ( featured as the Best of the Best hotels by Robb Report in 2011 & Best Overseas Leisure Hotel in Asia ranked 7<sup>th</sup> in the World by Conde Nast ) .
- Trained with team leaders and assistant managers about functioning of Mini Bar, In-Room Dining, Palaces Services, Butler Operations, and other Front Office operations .
- Part of the Grand Opening event, successfully opened on 13<sup>th</sup> November to welcome guests.
- Entire Palace Services department set up.
- Intra-Departmental exposure (Housekeeping, F&B Service and Kitchen) .
- Learned Property Management system 'AMADEUS'.
- Assisted in preparing P & S manual for Taj Falaknuma palace focusing on Butler Service.
- Successfully graduated from Intensive Butler Training Program by The Charles Macpherson Academy.
- 95% in LHW Audit for Check In/check out.
- Appreciated by HODs and GM for making contribution in the launch of Taj Falaknuma Palace.

**C.E.T**

**Taj Mahal Hotel, New Delhi**

**August 2012**

To get the Exposure of City hotel Scenario, underwent Cross Exposure Training for 4 week in Front Office

## Professional Achievements/Competencies

- Significantly minimized attrition rate in Front Office department by suitable amalgamation of different leadership styles to suit the work culture at various properties.
- Achieved targeted ARR and REVPAR every year since taken leadership role.
- Achieved Targeted Medallia Scores ( Guest Satisfaction) for the year 2016-17.
- Contributed in increasing the occupancy productivity at TAJ Gateway Hotel, Bengaluru.
- Contributed to a great degree in advancement of Trip Advisor ranking of TAJ hotel, Residency road, Bengaluru from 33<sup>rd</sup> to 26<sup>th</sup> place (2016-17).
- Trained team well on the SOP's and met the targets of LQA audit for continuously two years (2015-17).
- Created high performing team to deliver at par with the expectations of guests and colleagues whilst leveraging growth and profitability of the Organization.
- With the years of experience , have a clear understanding of the demands of the luxury market particularly with regard to quality and service levels.

## Personal Information:

Father's Name : Mr. Rakesh Kumar Sharma  
Date of Birth : 14-11-1987  
Hobbies : Bike Riding, Traveling, Photography, Playing cricket.  
Current Address : Florida Gardens, Block A, Flat No AS2, Near Red Ginger Restaurant, Colva, South Goa

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## REFERENCES :

Mr. Prasad Kanoth,  
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