ANIL PETWAL S/O Mr. P. D. Petwal

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Professional Summary -

Front Office Duty Manager skilled in Hotel and resort management procedures. Adept at guest relations and resolving customer service issues as quickly as possible .Specialize in anticipating needs as much as possible to minimize guest complaints and inconveniences.

Core Qualifications

- Admirable experience managing front office staff
- Adept at greeting guests and performing basic check-in duties
- Solid understanding of common hotel guest relations procedures
- Excellent problem solving skills and ability to stay calm under pressure
- Familiar with MS Office and software applications needed to prepare reports
- Ability to work well with others and delegate authority when required

Educational Qualification

Diploma/ Degree	***Year***	**Board\ University**
High School	2004	*S.G.R.R Bindal Dehradun Uttrakhand India.*
Intermediate	2006	*Guru Nanak Inter College Dehradun Uttrakhand India.*
Graduation	2009	D.A.V. PG College Dehradun India.
Financial Accounting	2007	Lal Bahadur Shastri Institute Dehradun India
Hotel Management	2009	I lead Institute Dehradun India
Customer Interaction Training	2010	Savoy Dubai UAE
Safety Skills Training	2014	Emergency Care & Safety Institute UAE
Business Email Writing Training	2015	Dynamic Learning CPD Certification Services UAE
COVID 19 Precaution Course	2020	MBRU Dubai University & E- hoteliers Australia
COVID 19 Precaution Course	2022	World Health Organisation

Work Experience –

Hotel	Designation	*Year*
The Living Adventure Managed By Accor	**Front Offce Duty Manager**	***July 2022- Jan 2023***
Hotel V Fujairah U.A.E	**Front Office Supervisor**	***May 2019- July 2019***
Hotel Ramada Downtown Dubai U.A.E.	**Front Office Duty Manager**	***Mar 2012- May 2016***
Hotel Metropolitian Dubai U.A.E.	**Front Office Supervisor**	***Jan 2012-Mar 2012***
Hotel Savoy Dubai U.A.E.	**Front Office Supervisor**	***Feb 2010-Dec 2011***

Duties –

- *Handling shifts as duty Manager & assigning jobs to fellow associates.*
- *Preparation of the duty chart & month end reports for the department making prior arrangements towards the Group arrivals & VIP guest movements.*
- *Train front desk staff to successfully perform guest service procedures in accordance with company-standards, (e.g. Greeting, Scripts, Pre-assignment of rooms, etc.).*
- *Train staff to successfully perform all functions for guest service and for handling upset guest who are dissatisfied with the products and services they received.*
- *Personally handle difficult situations involving upset guests. Attempt to resolve all issues of poor guest service before guests leave the property.*
- *Manage the Rewards program (i.e., frequent guest rewards program) in accordance with standards.*
- *For front desk operations, receive satisfactory scores for Ramada.com, Booking.com (i.e., guest satisfaction survey) and take action to correct any deficiencies.*
- *Handling of Groups from check-in time to final settlement upon check out Setting of targets towards enrollments of rewards program and up selling.*
- *Handling the Night Audit during night shift Liaoning with all departments i.e. Housekeeping for Rooms,*
- *Account for billing queries etc. Coming out with new ideas for Improvement of business. Handling guest complaints & Sorting out associate issues.*
- *Demonstrating and promoting a strong commitment to providing the best possible experience to guests and employees*
- *Processing guest reservations, registrations, payments, and departures*
- *Handling collection efforts of all in house balances and notifying management of potential liabilities*
- *Balancing all cash, check, credit card and ledger accounts through verification*
- *Maintaining shift reports and performing audit functions when assigned*
- *Responding to all guest requests and follow up to assure satisfactory outcome and compliance*

- *Reviewing daily front office procedures and facilitating communication between higher management and other team members*
- *Ensuring all areas are maintained in a professional and clean manner during shift.*
- *Prepared the weekly schedule, handled all customer concerns in a pleasant and professional manner.*
- *Supervised front office staff. Ensured all employees were properly trained, knowledgeable and provided excellent guest service.*
- *Assisted with the daily administrative duties of the hotel. Assigned duties and shifts to colleagues*
- *Coached and counseled employees to ensure adherences to hotel policies, standards and procedures.*
- *Recruited, managed, trained and developed the front office team.*
- *Performed the duties of revenue manager and reservations manager in their absence.*
- *Analyzed, investigated and resolved guest complaints.*
- *Coordinates monthly staff meetings that address any outstanding issues and record the minutes as well as record the agenda.*
- *Reconcile the daily cash log and night audit report.*
- *Manage scheduling and payroll for department ensuring that the department operates according to budget.*
- *Initiated an upgrade incentive program for front desk associates resulting in a increase in upgrade revenue during the first year.*
- *Increased overall customer satisfaction scores while also driving greater revenues per transaction.*
- *Prepared daily guest reports and determined room availability.*
- *Ensured proper coding of guest information in hotel database.*
- *Initiated efficient check-in and check-out procedures.*
- *Updated database and made software purchasing recommendations.*
- *Answered guest inquires in person via phone and through emails.*
- *Monitored guest comments and feedback to determine areas for improvement.*

Additional Skills

- Hotel operations and management, PMS system, Front Desk Experience, Guest Satisfaction Specialist, Natural Leader, Team building ,
- PMS Knowledge : IDS, Opera, Data man, Micros

Personal Details

- Nationality: Indian
- Father Name :Mr. Prem Dutt Petwal
- Marital status: Unmarried
- Language known: English, Hindi
- *Date of birth – 02/10/1988*