

FAHAD KORLEKAR

Front Office Operations/Customer Service

Contact Me

+919930557468

fahadkorlekar@gmail.com

Golden Spring B/13, Sundar Nagar, Kalina, Santacruz – East, Mumbai-400098

Mumbai,India

Social Profile

linkedin.com/in/fahad-korlekar-80b301111

twitter.com/fahadkorlekar?s=09

Other Info

Skills

Proactive learner
Team player
Disciplined

Awards

Employee of the Month Award (October 2019, August 2020 & July 2021)

Guest History Champion Award

About Me

Experienced Guest Service Co-ordinator with a demonstrated history of working in the hospitality industry. Skilled in MICROS and Front Office in Hotel Industry.Strong operations professional with a Bachelor's degree focused in Front office Operations.

Experience

July-2022 - January-2023

Accor | Duty Manager at Qatar Global Sports Event 2022

15 Properties, 286 Units & 1205 Rooms.
•Planning for Front Office operations including proper handover from ownership.
•Getting equipments and tools related to front office operations for Villas and apartments.
•Responsible for Logistic plan of teammates towards pickup, dropping off, food, laundry, for different sites.
•Hiring receptionist for the project.
Maintaining staff schedules ensuring all areas are adequately covered.
•Ensuring and maintaining the highest standards of conduct, hygiene, appearance, and behavior of departmental employees.
•Identifying training needs, and developing and conducting training activities to ensure all departmental staff is fully equipped to deliver exceptional guest service to my and the property standards.
•Conducting daily Departmental Operations Meetings.
•Guiding staff for their professional development and advancement.

May-2022 - July-2022

Fairfield By Marriott Mumbai (Keys-206) | Pre-opening-Front Desk Manager

•Encourages and builds mutual trust, respect, and cooperation among team members.
•Collaborates with the Front Office Manager on ways to continually improve departmental service.
•Participates in the development and implementation of corrective action plans based on review of comment cards and guest satisfaction results.
•Ensures compliance with all Front Office policies, standards and procedures.

Languages
English,Hindi & Marathi

Interest
Travelling & Cooking

Others
LICENSES & CERTIFICATION

Six Sigma White Belt Certification (The Council of Six Sigma Certification)

Lean Six Sigma Yellow Belt Certification (QI Marcos SPC Software Certification)

Hospitality Manager-Leadership (American Hotel & Lodging Educational Institute)

Covid-19 Lets Break the Chain Certification (Mohammed Bin Rashid Center for Special Education Operated by The New England Center for Children)

Covid-19 Lets Break the Chain Certification (World Health Organization)

Serve Respiratory Acute Infection (World Health Organization)

EXTRA CURRICULAR ACTIVITIES

Organized and participated 3 Days Food Festival “COMIDA FIESTA” for college.

Participated and Represented school and college in Football leagues in Inter School and college event.

Currently representing KFL (Kalina Football League) and MDFA (Mumbai District Football Association)

References
Piran Punegar - Duty Manager - +91 9820414711 | Pankaj Patil - Head Of Revenue - +9199678 08181

November-2021 - May-2022

The Taj Mahal Palace & Tower | Front Office Executive

•Keep the front desk tidy and presentable with all necessary material (pens, forms, paper etc.)
•Answer all incoming calls and redirect them or keep messages.
•Handling Guest Complaints.
Receive letters, packages etc. and distribute them.
•Prepare outgoing mail by drafting correspondence, securing parcels etc.
•Check, sort and forward emails
Monitor office supplies and place orders when necessary.
•Take up other duties as assigned (travel arrangements, schedules etc.
•Takes responsibility in the absence of the Duty Manager/Front office manager.

February-2017 - October-2021

ITC Grand Central The Luxury Collection Hotel (Marriott Rewards & Club ITC Group | Guest Service Co-ordinator

•Maintains a friendly, cheerful and courteous demeanour at all times.
•Supervise daily shift process ensuring all team members adhere to standard operating procedures.
•Allocate rooms to expected arrivals after checking the guests preferences and special requests.
•Ensure that all concerned departments are informed in regards to room moves, no-shows, early arrivals, special requests, repeat guests or other guest preferences.
•Be fully aware of Credit Policy and supervise compliance. Inform your manager and concerned departments about any possible credit risks.
•Run the night operations for the hotel, ensure proper closing of the day and delivery of the reports.
•Build strong relationships and liaise with all other departments especially housekeeping, reservations etc.
•Cross Check all billing instructions are correctly updated.
•Ensure Front office log book and hotel log book is always updated and actioned upon.

August-2016 - January-2017

Ramada Powai Hotel and Convention Centre (Wnydham Rewards Group) | Guest Service Officer

•Greet guests as they arrive at the hotel and inquire about reservations.
•Check lists to verify reservation and provide guests with information on the check in procedure.
•Assist guests in checking in by taking and recording their contact information and allotting rooms.
•Issue room keys to guests and educate them on their use, and ensure that a bellboy is available to escort them to their rooms.
•Assist guests with checkout procedures and arrange for required transportation.
•Use upselling strategies to promote the hotel’s services and facilities and to maximize room occupancy.

2014 - 2015

Holiday Inn, Mumbai International Airport | Industrial Trainee

Worked with F&B Services, Housekeeping and Front Office

Department.

Education

2013 - 2016 Rizvi College of Hotel Management and Tourism, University of Mumbai | BSc In Hospitality

2011 - 2013 St Mary's Junior College, Santacruz | H.S.C

2001 - 2011 Indian Airlines Ideal School,Mumbai | S.S.C

|

Projects

Presentation for Reducing RNC'S |
Presentation for VVIP Concierge Services |
Presentation for Increasing Ancillary Revenue
|
Presentation for Transportation Verbiage | |



Fahad Korlekar