Mobile: +91 7872 925 312 / +91 6291 345 194 ~E-Mail: roufab3@gmail.com

**Senior level assignments in Operations Management, Front Office, Guest Servicing, CRM & Business Development with reputed organizations preferably in Hospitality Industry.**

**PROFESSIONAL SYNOPSIS**

An attitude for continuous improvement with proven track record of **over 5 years** at Front Office Experience in Hotel &Restaurant.**Currently associated with Hotel Niharika in Kolkata as a Duty Manager.**Committed to ensure highest level of guest service at all times, resolving complaints & issues efficiently. Recognised for outstanding organisational skills, creativity, artistic display, public relations and an ability to consistently exceed guest expectation.

Adroit at planning and implementing quality parameters for service areas in line with the standard and international guidelines.Proven ability of delivering value-added customer service, maintenance of a hygienic environment and achieving customer delight by providing customized products as per requirements.Proven expertise in purchasing, logistics, events management, business development, marketing and service operations. Skilled in implementing business development plans in tune with the macro-business for achieving the profitability.

Ability to establish a genuine rapport and maintain a long term empathy with clients through accurate assessment of their needs and priorities. Readily gain the confidence and trust of clients, maintaining a total commitment to quality customer service. Divergent outlook with creative approach to problem solving using analytical skills and has the ability to deal effectively with all levels of an organization.

**CORE COMPETENCIES**

**Business Development**

* Driving sales initiatives to achieve business goals & managing frontline F O team to achieve them.
* Identifying key/institutional accounts & government/ non-government undertakings and strategically securing profitable business through them.
* Ensuring maximum customer satisfaction by providing pre/post assistance and achieving quality norms; planning & implementing strategies, development & expansion in hotel based on current market trends.

**Guest Servicing**

* Devising & putting in place systems & procedures revolving around the need of the guest.
* Interacting with guests for feedbacks and implementing world-class service strategies, strategizing policies & procedures in the operating systems to achieve greater customer delight.
* Ensuring customer satisfaction by achieving delivery of service quality norms by interacting with guests; handling guest’s requests & resolving complaints.

**Operations Management**

* Handling entire Front Office Operations; inclusive of formulating & implementing the department’s Standard Operating Procedures includes goals, budgets, plans, administrative activities, etc.
* Ensuring high quality services to achieve customer delight by extensive interaction with guest and quick resolution of problems.
* Coordinating with in-house and potential guests to understand their requirements and customize the product and services accordingly.

**Team Management**

* Managing the duty roster for the staff including their leave, appraisals & succession plans.
* Organizing & conducting practical and training programs, to enhance skills and motivational levels.
* Handling medium to large sized teams with varied cultural, lingual and professional backgrounds.

**WORK EXPERIENCE**

**Jan 14 Till Date Hotel Niharika (Kolkata) as Duty Manager**

* Joined as Sr. Front Office Exe. and rose to the position of Duty Manager

**Major Highlights:**

* **Handling the entire operations of Front Office including opening properties , making SOP.**
* Played an instrumental role in conducting orientation sessions and arranging on-the-job training for new hires.
* Planning, implementation and evaluation of professional soft skill development programs for employees as per evolving needs of the business.
* Actively conducting process training, process knowledge tests and training to bridge the process gaps and updating of new process requirements, identify the learning gaps of associates and plan training to address same.
* Handling the operation of the Largest Social Gathering with an average Revenue of Rs 1 Lakh occasionally.
* Handling day to day operations of In-house Outlets.
* Attending Day to Day Meetings with the HOD’s.
* Attending Monthly Meeting with F & B, House Keeping, Sales & Marketing Team for Business Generation, Follow up for outstanding. Collections from the corporate.
* **Taking Meetings on Regular basis.**
* **Conducting Sales review , Finance review etc.**

**Dec’12 - Jan’14 Chakra Hotel & Leisure Ltd (Birbhum) as Sr. Front Office Asst.**

**Major Highlights;**

→ Pivotal in getting the process of guest check in and check out simplified and faster.

→ Handling day to day operations of In-house Outlets.

→ Attending Day to Day Meetings with the HOD’s.

→Attending Monthly Meeting with F & B, House Keeping, Sales & Marketing Team for Business Generation, Follow up for outstanding. Collections from the corporate.

**Oct’10 – Dec’12 Spring Club (Kolkata) as F O A**

**Major Highlights:**.

* **Pivotal in getting the process of guest check in and check out simplified and faster.**
* **Attending incoming & outgoing phone calls**
* **Maintain filling record & Taking Care at all the correspondence**
* **Handling Courier incoming / outgoing.**
* **Maintaining Stationary and attendance Register.**
* **To maintain records all kinds of bills.**
* **Coordinate to H.O. & Branch Office.**
* **Handling front office Cash Book.**
* **Data entry and all typing work**

**EDIFICATION**

* **PassedMaster of Arts** (English Honours) from **IGNOU, kolkata** in the year 2018
* **Passed Bachelor of Arts**  (English Honours) from **IGNOU, kolkata** in the year 2014
* **Passed Higher Secondary** from N I O S,  **kolkata** in the year 2008
* **Passed Madhyamik** from W B B S E in the year 2000

Professional Enhancements:

* **Hunar SE Rozgar**Certificate Course from I H M, Kolkatain the year 2010
* Undergone six months a professional training from The Spring Club, Kolkata in the year 2010.
* Computer “DITA”(Diploma in Information Technology Application) course from State Youth Centre, Kolkata in the year 2008
* Linguistic Ability : English, Hindi & Bengali.

**PERSONAL DOSSIER**

**Name : AbdurRouf**

**Father Name : Md. RabbekulSK**

**Sex : Male**

**Date of Birth : 11th August, 1984**

**Address : Horishpur, Bhimpur, Murarai, Birbhum -731219, West Bengal, India**

**Marrital Status : Single**

**Religion : Muslim**

**Blood Group : B+ve.**

**Nationality : Indian**

**Passport no : L6205743**

**Linguistic Ability : English, Hindi & Bengali**

**DECLARATION:**

I hereby declare that all the statements which I made in this resume are true, complete and correct to the best of my knowledge and belief.

**DATE: 12/12/2020 ( ABDUR ROUF )**

**PLACE : Kolkata**