



Milton D'souza

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Date of Birth – 30TH September 1989; Marital Status – Single

Nationality – Indian; Driving License Holder

Address: Um Al Hassam, Kingdom of Bahrain

PROFILE:

Hospitality professional with 10 years of experience in Front Office Operations with leading international luxury hotel brands such as Emirates Palace Abu Dhabi, Kempinski, Rezidor and Wyndham. Learning and developing in Rooms operations, guest experience and satisfaction process, recruitment and training.

Skills:

Front Office, SOP development and implementation, Effective Communication, Service Oriented, Customer Satisfaction, Administration, Training and Coaching.

Work Experience:

- Gulf Suites Hotel Amwaj – From October 2019 to May 2020

Position: Assistant Front Office Manager

- In Charge of front office operations
- Responsible for hiring, training, and development of all Front Office associates.
- Initiates monthly department meetings with agenda and minutes.
- Staff meetings and sales strategy meetings when needed. Ensures all policies and procedures are in place & adhered to. Ensures that all team members are trained on technical and service aspects of their position.
- Ensures that all team members clearly understand their job roles, responsibilities, and performance expectations.
- Gives constructive feedback to team members to assist them in their overall job performance.
- Collaborates with managers, supervisors and associates to develop and carry out ideas and procedures in order to continuously improve department performance
- Ensures that plans and actions are in place to meet departmental goals. Ensures that plans and actions to meet departmental goals are communicated, understood, and met by managers, supervisors, and associates.
- Ensures good communication between all departments and the front office to better serve our guests.
- Counsel's supervisors & associates on work related concerns and issues to ensure satisfaction and productivity.

- Efficient in managing departmental expenses and payroll.

- Wyndham Garden Manama – From December 2017 to June 2019

Position: Duty Manager / Night Manager

- Checking of the Room Rates, Market Segment, Paymasters, Rate variances on daily basis for all in house guests in order to avoid future discrepancies
- Ensure shift team have an up to date knowledge of hotel products, services and pricing along with any special promotional offers
- Involve in training and developing new hires before deploying to the team for daily operation
- Manage and monitor activities of all employees in the Front Office department making sure they adhere the standards of excellence and to the guidelines set in the employee handbook, hotel policies and procedures, coaching, training and correcting where needed
- Maintain a professional and high-quality service-oriented environment at all times.
- Act as manager on duty for the hotel, dealing with complaints, problem solving, disturbances, special requests and any other issues that may arise.
- Undertake full responsibility for Scheduling and Payroll of the department.
- Work closely with the Housekeeping Department to improve guest services and foster cross departmental communication.
- Hold monthly department meetings keeping staff informed of all activities in the hotel, reinforcing Standards of Excellence and promoting a strong team atmosphere and culture.
- Undertake responsibility for managing operating expenses for the department set Front Office Budget.
- Supervise Upsell program at the Front Office and work as a team to try and maximize revenue for the hotel.

- Nassima Royal Hotel (Former Radisson Royal Hotel) Dubai – From January 2014 to October 2017

Position: Night Manager

- Joined the property as a FO supervisor and then got promoted as night manager in the mid of 2016
- Checking of the Room Rates, Market Segment, Paymasters, Rate variances on daily basis for all in house guests in order to avoid future discrepancies
- Ensure shift team have an up to date knowledge of hotel products, services and pricing along with any special promotional offers
- Advise shift team of any special events or VIP guests in the hotel that day
- Responsible for supervising & monitoring guest history updating and ensure that guest preferences for rooms are noted down in advance and their requests are met with and special care taken of them by communicating it with concerned departments
- Ensure courteous service to guests and to take prompt effective action in case of guest requests and complaints regarding all departments to ensure guest satisfaction

- Directs Front Office operations such as guests check in and check out and cashiering duties & handling room reservations, phone reservations, client correspondence and promoting hotel services to guests ensuring compliance with all front office policies, procedures, standards & satisfaction of guest needs.
- Ensuring Smooth co-ordination with other departments and follow up action on Log entries and to ensure all relevant reports are in order
- Supervise Front Desk operations during the shift to a consistently high standard

- **Kempinski Hotel, Ajman** – March 2013 to December 2013

Position: Front Desk Shift Leader

- Replaced the Night Manager for 8 months
- Overlooked the F&B outlet operations at night
- Checking of the Room Rates, Market Segment, Paymasters, Rate variances on daily basis for all in house guests in order to avoid future discrepancies
- Making sure all Credit card transactions of the front office were correct by coordinating with the night auditor
- Blocking of rooms for the next day early arrivals by communicating it with Housekeeping department
- Monitoring the appearance, standards and performance of Team Members with an emphasis on training and team work
- Ensure shift team have an up to date knowledge of hotel products, services and pricing along with any special promotional offers
- Maintain the professional appearance of the Front Desk with a focus on hospitality and guest service.
- Conducted on Job training on daily basis before the start of every shift

- **Emirates Palace, Abu Dhabi (Managed By Kempinski)** – March 2011 to March 2013

Position: Front Desk Representative

- Responsible for the overall day to day functions of the front desk and delegating task as per the shift check list
- Greets all guest at any time and helpful manner and attempts to learn and use guest name at every opportunity registers and rooms all arrivals according to established procedures
- On check in, ensure that the guest fills the registration card completely and legibly and that the guest is assigned a room of the type and at the rate requested. In the case of walk in, the guest should be sold a room at the highest available rate
- Enter all arrivals into the computer immediately on check in. Modifies all arrival information so as to reflect information (i.e. home address) which guest completed on registration card and enters all information accurately and with particular care toward spelling and room rates
- Posting outlets and departmental charges as promptly as possible and in accordance with policy and procedure
- Maintain cashier float and make accurate daily reports of all money received

- Cashing of hotel guests personal and travelers checks and assisting with currency exchange
- As flow of business dictates carries out either cashier or reception function as assigned by supervisor

- **Mercure Grand Hotel, Seef (Accor Group of Hotels)** – June 2010 to March 2011

Position: Front Office Receptionist

- Worked as an Acting night supervisor, In charge of the entire night operation for the front office.
- Ensuring of the right market segment and rate codes before the night run of the system.
- Balancing all the transactions of the front office department for the entire day.
- Blocking of rooms for the next day arrivals and early arrivals.
- Ensuring the entire guest has sufficient credit. Handling guests complains. Handling check – in and check – out of guests.

- **Golden Tulip, Bahrain** – November 2008 - February 2010

Position: Front Office Assistant – Trainee

- Responsible for day to day handling of shifts including check in , check out , reservation handling , guest handling , customer service , coordination with airport representatives for guest movements, and much more.

Position: Executive Lounge Assistant - Trainee

- Coordination with F&B for setting up for breakfast & snacks buffet for VIP guests in the Executive floors of the hotel
- All kinds of guest service coordination for Executive Floor guests

Education:

- Diploma in Hospitality Management Completed with Honors

Awarding Body - Educational Institute of American Hotel & Lodging Association

- Institute - Bahrain Institute of Hospitality and Retail in Bahrain
- Course Duration – 1.5-years + 6 months of OJT (June 2008 – December 2009)

- 12th grade with 1st Class Marks

- Milagres Pre- University College, Hampankatta, Mangalore, Karnataka.

Skills: • Proficient in different PMS such as Fidelio, Opera and IDS.

- Proficient in Microsoft Office
- Competent at speaking and writing English and Hindi

- Basic communication in Arabic