# GEORGE SOJAN.S

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Dear Sir/ Madam,

Review of my credentials will confirm that I have served as a catalyst in the areas of Front Office Operations and Guest Relationship Management in the Hospitality Industry. I am presently working in **Front Desk Manager Happy Days Hotel in -Kingdom of Bahrain, @ 4\* 64** **Rooms.** I have expertise in delivering value-added customer service and achieving customer delight by providing customized products as per requirements.

I understand that working for your organization requires a candidate who is team oriented and is able to deal with people in various departments. I am confident that I possess these skills, which will help me to perform the job efficiently and effectively.

My goal is transition of my enthusiasm, productivity & experience into a position, where I continue to provide the quality output critical to organizational growth. I am certain that my presence in your Team will prove to be beneficial to your organization. As such, I would welcome an opportunity to speak with you to evaluate your needs & share my ideas.

Thanking you

Sincerely,

**George Sojan.S**

## Reference:

* **Mr. Anthony Hurtis, General Manager:-+973 33180001**
* **Mr.Kadry , Front Office Manager @ Mövenpick Group Hotel Bahrain-(+973 36314576)**
* **Mr. Gelene Lozano Natagoc, Revenue. Manager @The Downtown by Rotana -Kingdom of Bahrain Cell:-** **+97333964152 / 36525651**
* **Mr.Shankar Bharadwaj, General Manager @ Diva Hotel Bahrain-(00973 3881020)**
* **Mr.Ghandi,Gama Management Director-(0097339652500)**



**Objective**

To excel in my career and be a motivating force behind the growth of organization.

## Area of interest-Front Desk NOC-6313/632/6525

## Work Experience

1. Working as **Front Desk Manager / Reservation Desk Manager HAPPY DAY’S HOTEL in- Bahrain, @ Habara Management Group of Hotels in 4\* Hotel 64-Rooms. (20- Feb-2019 to Till Date)**

* Trains, cross –trains, and retrains all front desk personnel.
* Participates in the selection of front desk personnel.
* Schedules the front desk staff.
* Supervises workload during shifts.
* Evaluates the job performance if each front desk employee.
* Maintains working relationships and communicates with all departments.
* Maintains master key control.
* Verifies that accurate room status information is maintained and properly communicated.
* Resolves guest problems quickly, efficiently, and courteously.
* Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel.

1. Worked as **Assistant Front Desk Manager / Reservation Manager BAISAN INTERNATIONAL HOTEL in- Bahrain, @ Gulf Diwaniya Management Group of Hotels in 4\* Dlx 105 Rooms. (10- Feb-2017 19-Feb-2019)(2Yr)**

* Works within the allocated budget for the front desk.
* Receives information from the previous shift and passes on pertinent details to the oncoming shift.
* Checks cashiers in and out and verifies banks and deposits at the end of each shift.
* Enforces all cash-handling, check-cashing, and credit policies.
* Conducts regularly scheduled meetings of front desk personnel.
* Wears the proper uniform at all times. Requires all front desk employees to wear proper uniforms at all times.
* Upholds the hotel's commitment to hospitality.
* Prepare performance reports related to the front desk.
* Maximize room revenue and occupancy by reviewing status daily. Analyse rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of the house daily.
* Monitor high balance guest and take appropriate action

1. Worked as **Front Office Night Manager HOTEL DIVA in Juffair- Bahrain, @ Habara Group of Hotels in 4\* Dlx 167Rooms.(11 Jul 2015 till 09 Feb 2017)(1Yr-7Mnths)**

* Ensure implementation of all hotel policies and house rules.
* Operate all aspects of the front desk computer system, including software maintenance, report generation, and analysis, and simple configuration changes.
* Ensure logging and delivery of all messages, packages, and mail in a timely and professional manner.
* Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests managers and other employees.
* Monitor all of V.I.P 's special guests and requests.
* Maintain required pars of all front desk and stationery supplies.
* Review daily front desk work and activity reports generated by Night Audit.
* Review, respond front desk log book and Guest feedback online on a daily basis.
* Maintain an organized and comprehensive filing system with documentation of purchases, vouchers,
* Schedules, forecasts, reports and tracking logs.
* Perform all duties as front desk agent and night audit if needed.
* Perform other duties as requested by management.

1. Worked in **Front Desk / Accounts Department Night In-Charge Supervisor & Night Auditor Mövenpick Bahrain Group Hotels & Resorts** **in 5\* 106 Rooms (13-June-2013 till 10-Jul-2015) (2Yr-1Mnths)**

* Interact with all guests during check-in and check-out procedure.
* Create and cancel reservations as required, handle check in and check outs.
* Greet all incoming and outgoing calls in a professional and timely manner.
* Review logbook, and emails daily and complete all tasks on checklist.
* Maintain proper operation of Front Desk telephones, be familiar with daily sell rates.
* Balance and prepare individual paperwork for closing of shift with hotel standards.
* Work closely and maintain proper communication with all hotel departments.
* Handle guest registration and room assignments, accommodating special requests whenever possible.
* Handle guest check-ins/check-outs in accordance with hotel credit/cash handling policies in an efficient and friendly manner.
* Resolve customer complaints; assist customers in all inquiries in connection with hotel services, in-house events, directions, local attractions, check cashing, gift shop, safety boxes etc.
* Assist with responsibilities and duties in the absence or heavy volume in the areas of Service Express Bellman or Agents.
* Perform other duties assigned by supervisor or department manager.

1. Worked as **Front Desk Duty Manager/Reservation (Pre- Opening) HOTEL DIVA in Juffair Bahrain, @ Gama Hospitality of Hotels & Resorts in 4\* Dlx 167Rooms. (18-Jun-11 Till 12-June-2013) (2Yr)**

* Work with HOD’s to assess and improve processes and policies
* Monitor & Answer guest feedback (online, via phone, email & in person)
* Receives and resolved guest complaints and service recovery process.
* Ensure full compliance to Hotel operating controls, SOP’s, policies, procedures and service standards.
* Cover shifts is all departments as scheduled by the General Manager.
* Provide effective leadership to hotel team members.
* Ensures effective, timely and accurate communications flow with regards to hotel policies and procedures.
* Responsible of emergency procedures, along with the General Manager & Maintenance Manager
* Ensuring that security and safety regulations are met
* All other duties as assigned by the General Manager

1. Worked as **aloft Chennai @** **Group Hotel’s & Resort’s** in **4\* Dlx 129 Rooms** **aloft Chennai, Tamil Nadu. India (12-April-2010 to 24-May-2011) (1Yr-1Mnths)**

* Keep front desk and Lobby tidy and presentable with all necessary material
* Greet and welcome guests
* Answer questions and address complaints
* Answer all incoming calls and redirect them or keep messages
* Prepare outgoing mail by drafting correspondence for booking.
* Check, sort and forward reservation emails
* Monitor department supplies and place orders when necessary
* Keep updated records and files for Arrival
* Register guests and assigns rooms. Accommodates special requests whenever possible.

1. Worked as **Tr. Front Desk Executive (Pre Opening) @** **Aitken Spence Group Hotels & Resorts** in **4\* Resort 81 Rooms** **Heritance Madurai in Tamil Nadu. India. (10-Oct-2008 Till 11-April-2010) (1Yr-7Mnths)**

* Assists in preregistration and blocking of rooms for reservations.
* Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies and procedures.
* Understands room status and room status tracking.
* Presents options and alternatives to guests and offers assistance in making choices.
* Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
* Knows the location and types of available rooms as well as the activities and services of the property.
* Coordinates room status updates with the housekeeping department by notification housekeeping of all check outs, late checkouts, early check-ins, special requests, and day use rooms.
* Possesses a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
* Knows how to use front office equipment.
* Process guest check-outs.
* Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange.

1. Worked in **Front Desk** @ **ITC Group** **Hotels** in **4\* 70 Rooms FORTUNE Chariot Beach** **Resort BY WELCOMGROUP**, **Mamallapuram in Tamil Nadu**. **India. (01-May-2008 till9-October-2008)(6Mnths)**

* Works closely with the housekeeping department in the keeping room status reports up to date and coordinates requests for maintenance and repair work.
* Uses proper telephone etiquette.
* Performs cashiering tasks like bill / invoice settlement, posting charges to the guest, paid out’s, Foreign currency exchange etc.
* Reads and initials the pass-on log and bulletin board daily. Is aware of daily activities and meetings taking place in the hotel.
* Reports any unusual occurrences or requests to the manager.
* Knows all safety and emergency procedures, Is aware of accident prevention policies.
* Maintains the cleanliness and neatness of the front desk area.
* Take up other duties as assigned.

***Project Experience 3months***

Worked for **Project in Front Office Dep’t** for **3months** @ **Air Deccan Airlines**

**Guest House in Velachery, Chennai in Tamil Nadu. India (Dec-07** to **March-08**)

##### Industrial Exposure Training 6Months.

|  |  |  |
| --- | --- | --- |
| Hotel Name / Place | ***Department*** | ***Duration*** |
| **@ ITC Group FORTUNE HOTEL** **SULLIVAN** **COURT** **BY WELCOMGROUP**, **OOTY in Tamil Nadu. India** | All four major departments | June2006 TO  Nov2006  **6 Months** |

##### Professional Qualification

* **Master of Business Administration Executive** MBA (**Hospitality** & **Tourism Management)** in ‘‘**Shobhit University’’**, **C**hennai in **Tamil Nadu**. **India (May 2013-March 2014)**.
* **Graduated** in **B.Sc. Hospitality** & **Hotel** **Admin** in **‘‘TNOU’’**, **C**hennai in **Tamil Nadu**. **India** (**DUAL MODE**) **(Aug 2005-May 2008).**
* **Diploma** in **Hotel Management & Catering Technology in ’’Asan Memorial** **Institute of Hotel Management & Catering Technology’’**, **C**hennai in **Tamil Nadu**. **India** (Approved by **AICTE)** **(Aug 2005-May 2008).**

**Additional Qualifications**

1. Expert in  **"Opera5.0" H**otel **M**anagement **S**oftware.
2. Expert in "**Micros" H**otel **M**anagement **S**oftware.
3. Expert in **"Champagne" H**otel **M**anagement **S**oftware.
4. Expert in "**WINHMS** **H**otel **M**anagement **S**oftware.
5. Expert in "**IDS" 6.1 Version Hotel** **M**anagement **S**oftware.
6. Expert in "**PMS" H**otel **M**anagement **S**oftware.
7. Expert in "**CRS" H**otel **M**anagement **S**oftware.
8. Basic knowledge about **Computer**. (**MS Word, Excel, Power Point**).
9. Completed **SPG Star Strategy and SLT Planning Work Shop in aloft W hotels,** **Chennai.(31/05/2010 to 02/06/2010)**
10. Completed **SPG Training @ Starwood Group Hotels** in **aloft W Hotel, Chennai**. **(15/04/10)**
11. Completed **Basic First Aid & Fire Fighting Course.(07/02/08 to 09/02/08)**
12. Completed **Fruit and Vegetables Preservation & Nutrition Extension. (25/06/07 to 29/06/07).**
13. Completed **Call Centre Training Module** in **INSET Educational Service PVT LTD. (06/05/07 to 07/06/07).**

**Summary of Qualification**

* **H**igher **S**econdary **E**ducation from **“St.Joseph’s.Hr.Sec.School, O**otyin **Tamil Nadu.India**-**2005.**
* **S**econdary **E**ducation from **“St. Antony’s.Hr.Sec.School, O**oty in **Tamil Nadu**.**India**-**2003.**

**Hobbies:**

**Snooker, Gardening & Hard Working**

**Personal Profile:**

**D**ate of Birth **: 17-12-1985**

**M**arital status **: Married**

**B**lood Group **: B+ve**

**F**ather’s name  **: Mr. Solomon. G**

**S**ex  **: Male**

**L**anguages Known **: English, Malayalam, and Tamil & Hindi**

**India Residence Address : Plot No.05 Union Colony,**

**Church Street, Kavithapanai,**

**Old Palavaram, Chennai.**

**Tamil Nadu – 600 177 India.**

**N**ationality **: Indian**

**L**icence **: Bahrain G.C.C-Licence & Valid International Licence**

#### Declaration

I hereby declare that the above details furnished above are true to the best of my knowledge.

(**GEORGE SOJAN.S)**