

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 **Centraal Facility Operation In-charge Pre-Opening in Batelco Head Office Hamala - Kingdom of Bahrain**. 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.Lloyed , General Manager:- +973 39918964**
- **Mr. Shankar Bharadwaj, General Manager @ Diva Hotel Bahrain-(00973 3881020)**
- **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.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

Working as **Centraal Facility Operation In-charge Pre-Opening in Batelco Head Office Hamala Bahrain. (1-April-2023 Till Date)**



Working as **Front Desk Manager BAISAN INTERNATIONAL HOTEL 4* 105Rooms in-Bahrain, @ Prime Khalil Management Group of Hotels in Bahrain. (21- Feb-2021 Till 30-March-2023)**

1. Assist in Hotel Revenue Management planning.
2. Be aware of all rooms out of inventory/order.
3. Help maintain productivity levels at or above budgeted standards.
4. Be able to perform all duties of Front Desk Agent, Night Auditor and Duty Manager.
5. Run reports in a timely manner and relay necessary information to affected departments and individuals.
6. Monitor key control to maintain hotel security.
7. Answer all guest inquiries in a timely and professional nature.
8. Be aware of all rates, packages, and promotions currently underway as listed in the package book.
9. Be familiar with all in-house groups.
10. Be aware of all closed out and restricted dates.

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 20-Feb-2021) (2Yrs)**

- 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 of 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.

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.
- Always wears the proper uniform. Requires all front desk employees to always wear proper uniforms.
- Upholds the hotel's commitment to hospitality.
- Prepare performance reports related to the front desk.
- Maximize room revenue and occupancy by reviewing status daily. Analyze 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.

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 guest's 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 logbook 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.

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.

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 in 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

Worked as **Executive 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.

Worked as **Tr. Front Desk Executive (Pre-Opening) @ Aitken Spence Hotels & Resorts in 5* 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 helps 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.

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 till 9-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.

<i>Hotel Name / Place</i>	<i>Department</i>	<i>Duration</i>
@ 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", Chennai in **Tamil Nadu. India (May 2013-March 2014).**
- **Graduated in B.Sc. Hospitality & Hotel Admin** in "TNOU", Chennai 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", Chennai in Tamil Nadu. India (Approved by AICTE) (Aug 2005-May 2008).**

Additional Qualifications

1. Expert in **"Opera5.0"** Hotel Management Software.
2. Expert in **"Micros"** Hotel Management Software.
3. Expert in **"Champagne"** Hotel Management Software.
4. Expert in **"WINHMS"** Hotel Management Software.
5. Expert in **"IDS" 6.1 Version** Hotel Management Software.
6. Expert in **"PMS"** Hotel Management Software.
7. Expert in **"CRS"** Hotel Management Software.
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

- Higher Secondary Education from “**St. Joseph’s.Hr.Sec.School, Ooty in Tamil Nadu.India-2005.**
- Secondary Education from “**St. Antony’s.Hr. Sec.School, Ooty in Tamil Nadu.India-2003.**

Hobbies:

Snooker, Gardening & Hard Working

Personal Profile:

Date of Birth	: 17-12-1985
Marital status	: Married
Blood Group	: B⁺ve
Father’s name	: Mr. Solomon. G
Sex	: Male
Languages Known	: English, Malayalam, and Tamil & Hindi
India Residence Address	: Chennai. Tamil Nadu. India.
Nationality	: Indian
Licence	: Bahrain <u>G.C.C-Licence & Valid International Licence</u>

Declaration

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

(GEORGE SOJAN.S)