

## **Hospitality Manager Resume Sample** [www.timesresumes.com](http://www.timesresumes.com)

### **Name & Personal Details of clients are not included for Anonymity**

Highly organized professional with a **Hospitality Management degree & ample internship experience** in supervision of front office and housekeeping operations settings. Strong written and verbal communication skills, proven ability to work with diverse teams, independent problem solving experience, friendly and outgoing personality. Aspiring for a suitable career in Front office and housekeeping operations of a Hotel Chain of high esteem in India, Dubai, Singapore or Hong Kong.

**Areas of expertise include:** Customer service, front office management, housekeeping, performance management, budget management and cash management. Proven ability to interact with the public effectively, ensure excellent guest experience, work effectively in a team and meet department goals and objectives. Excellent communication, problem solving, conflict resolution, strong organizational skills with strong work ethic. Fluent in English, Tamil, Hindi & Marathi.

**Computer Skills include:** MS office, Excel, Power Point, Access, Google Drive, Opera PMS & Internet

### **PROFESSIONAL SKILLS**

- Customer Service Management
- Retail Operations Management
- Communication & Coordination
- Keen observation & Analytical skills
- Human Resource Management
- Problem Solving
- People skills
- Strategic Management
- Sales & Marketing
- Facilities Management
- Front-End Supervision
- Customer Satisfaction Enhancement
- Complaint Handling & Resolution
- Inventory Management
- Management Information System

### **PROFESSIONAL & EDUCATIONAL QUALIFICATIONS**

**Hospitality Management Programme** – ABC Hotel, Pune, Maharashtra, India - 2014

**H.S.C**, XYZ College, Mumbai, Maharashtra, India - 2010

**H.S.C**, ABC English High School, Mumbai, Maharashtra, India - 2008

### **PROFESSIONAL TRAININGS**

**Attended wine tasting sessions** conducted by experts from ABC Hotel

**Attended a personality development session** conducted by Ms. XYZ (Senior Grooming instructor at ABC Airways)

### **INTERNSHIP EXPERIENCE**

ABC Hotel, Mumbai, India

1 July 2013 – 10 Sept 2013

**Intern** – Supervisory Level Business Internship

**Observed** and understood the basic functioning of Housekeeping, Food & Beverage and Food Production departments.

**Coordinated** retail sales & promotional efforts through team efforts.

**Capitalized** on opportunities that enhanced guests' satisfaction. Investigated and resolved quality and service complaints in a timely fashion, exceeding the expectations of the guests.

**Suggested** client specific procedures & standards. Assisted in managing difficult or emotional customer situations, and responded promptly and efficiently to customer requests for quality service and assistance.

XYZ Hotel, Pune, India

7 Jan 2013 - 22 June 2013

**Intern** - Supervisory level Business Internship

**Learned on-the-job** and gained total understanding of all procedures related to Front Office, Housekeeping and Human Resources.

**Acquired working knowledge** of guest services and hotel services, policies & operations.

**Cheerfully** served customers at the front counter.

**Coordinated** retail sales & promotional efforts through team work.

**Handled** cash operations, suggestive selling of products and offered better customer service as per company standards.

**Attained** proficiency in Opera PMS - opening & closing of shift.

**Maintained** a record of the housekeeping inventory and stock at regular intervals.

ABC Hotel, Pune, India

1 Oct 2011 - 15 Dec 2011

**Intern** - Entry Level Business Internship I

**Observed** and understood the basic functioning of Front Office.

**Gained expertise** in the efficient use of Opera PMS efficiently and effectively.

**Coordinated** retail sales & promotional efforts through team efforts.

**REFERENCES** - Available upon request.