



Sanjeer Sukumar

Assistant Front Office Manager

📍 India

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PERSONAL STATEMENT

Innovative Hotel Front Office Manager with strong vision, enthusiasm and unquenchable thirst in meeting customer expectations and business growth. This vision has included achieving goals, devising innovative ideas and improving customer satisfaction. Demonstrated project management, time management, team motivation and conscientious. These unique capabilities would be a major asset for the companies seeking for continuous growth and success.

ACADEMIC & EDUCATIONAL BACKGROUND

BSc Hotel Management

VLB College Of Arts and Science

Front Office Management Course

Hotel School The Hague Performance Management BV

CAREER ACHIVEMENTS AND TRAINING

- Starwood Heroism Award
- The EAME Rooms and Engineering Academy
- The Welcome Training (Certified Trainer)
- The ABC's of Housekeeping Training (Certified Trainer)
- Passionate Leader Award.
- Problem solving and resolution training.
- Management Development Program.
- Emergency & Crisis Management Plan training
- Fire & Safety training
- Hotel First Aid training

CORE COMPETENCIES

- True desire to satisfy the needs of others.
- Excellent customer service skills.
- Refined written and oral communication skills.
- High level of IT proficiency. Strong leadership qualities.
- Strong interpersonal and problem solving abilities.
- Highly responsible, reliable, efficient & organized.
- Ability to focus attention on guest needs, query and request.
- Proficient in time management, with the ability to prioritize tasks according to importance.
- Ability to provide optimal customer service, ensuring personal recognition to regular guests.

WORK EXPERIENCE

Assistant Front Office Manager (Pre Opening Department Head)

SEP 2018 - SEP 2020

Four Points By Sheraton Sharjah , Marriott International, UAE

- Successfully created a strong Front Office Team and a full fledged Department following the Brand Standard.
- Created Job Aids as per the Brand Standard.
- Assigned and conducted Pre Opening and Brand program trainings for the team as per the job aids.
- Successfully welcome the first guest to the hotel by meeting all the Brand standards.
- Trained the whole hotel team on Brand Program and guest loyalty program.
- Assigned individual goals and targets for the whole Front Office team.
- Achieved all the departmental goals yearly and monthly (Room Upselling, Guest Voice, Loyalty program enrolments).
- Contributed revenue uplift on hotel RevPar through room upselling.
- Maintained and been healthy on hotel score card by meeting revenue targets and guest voice targets.
- Innovated new ideas to improve customer experience and satisfaction.
- Maintained staff trainings and work quality performance check on quarterly basis.
- Conduct one to one session with the team on monthly basis, to share about their performance and to collect their feedback and suggestions.
- Project done on room revenue increment.
- Project done on cost control with in the department (Guest Key card control project).

Front Office Duty Manager / Front Desk Manager

JUN 2014 - AUG 2018

Sheraton Jumeirah Beach Resort & Spa , Starwood International, UAE

Front Office Supervisor

SEP 2011 - MAY 2014

Sheraton Jumeirah Beach Resort & Spa , Starwood International, UAE

Guest Services Agent

FEB 2010 - AUG 2011

Sheraton Jumeirah Beach Resort & Spa , Starwood International, UAE

Guest Services Agent

FEB 2007 - JAN 2010

Le Royal Meridien Beach Resort & Spa , Starwood International, UAE