



SURANJANA TEWARI

PROFILE

Assistant Front Office Manager with a warm and friendly demeanor always! Skilled at conflict resolution. Team builder who is acutely attentive to employees and guest's needs. Punctual problem solver and avid multitasker. Track record of being an essential part of the management team and instrumental in providing effective solutions that produce immediate impact and contribute to the establishment's long-term success.

PROFESSIONAL QUALIFICATION

- Bachelors in Hotel Management, Catering & Tourism Technology under from Indian Institute of Hotel Management, Kolkata. (2010-2013) under Punjab Technical University.

EDUCATIONAL QUALIFICATION

- Higher Secondary from Greenwood School, Kolkata. (WBCHSE 2010)
- Secondary from South Point School, Guwahati. (CBSE 2008)

ACHIEVEMENTS

- Letter of appreciation from the General Manager of InterContinental, Chennai Mahabalipuram Resort.
- Nominated twice for the Best Executive of the Month (July & August'17) in Hyderabad Marriott and Convention Centre and Courtyard by Marriott Hyderabad.
- Got Awarded for the Highest Up seller for the Month of August and September'17 in the Front Office Department at Hyderabad Marriott and Convention Centre and Courtyard by Marriott Hyderabad.

PROFESSIONAL ACHIEVEMENTS

- Casual Training at HYATT REGENCY-Kolkata, TAJ BENGAL-Kolkata and The GRAND OBEROI-Kolkata.
- 18 Weeks (16-APR-2012 TO 23-AUG-2012) Industrial Training at The GRAND, New Delhi.

TECHNICAL PROFICIENCY

- Oracle-Opera PMS 5.4 & MICROS
- IDS Software
- Outlook & MS Office – Word, Excel & PowerPoint
- EPABX
- POS MACHINE/PORTABLE SWIPE MACHINE
- Innkey Software

CONTACT

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suranjanatewari8@gmail.com

PERSONAL DATA

Father's Name- Mr. Falguni Tewari
D.O.B- 08th September 1991
Gender- Female
Nationality- Indian
Marital Status- Married
Height- 5ft 3in
Languages- English, Hindi, Bengali

CORRESPONDENCE ADDRESS

**F-122, Suncity, Golf Course
Road, Sector 54,
Gurugram-122001, India**

ACTIVITIES AND INTERESTS

Surfing
Scuba diving
Travel
Great food
Playing Badminton
Playing Chess
Reality-based shows
Music

Presently Working at Priya Living India as a Hotel Operations Manager (GM)

(From October 2023 to Present)

Duties and Responsibilities: -

- Creating process and policies for a pre-opening property
- Pre-opening role commenced from October 2023 with the hotel opened up in November 2023
- Pre-opening co-ordination and management of process
- Responsible for setting up SOP's for every department and standards for opening
- Establishing the apartment hotel to deliver on the US brand promises
- Full project management of all aspects of opening
- Manages performance issues that arise within the operational departments, as well as recruits trains and develops the pre-opening team
- Demonstrated results -driven leadership
- Reliable, organised and pro-active with strong communication skills
- Co-ordinating with project team
- Demonstrated knowledge and experience in all phrases of hotel management, including sales and marketing, human resources, food and beverage, budget and forecast management, rooms interior decorations, housekeeping and maintenance
- Vision, leadership and strategy to inspire team to deliver exceptional service and drive financial success.
- The ability to lead, mentor and train the team
- Build a rapport with ownership
- Working collaboratively with the owners of the company.
- Oversee all aspects of operations
- Set effective systems and controls to ensure the consistent smooth running of the departments
- Overlook and hands on experience on procurement, Negotiating skills.
- Be fully involved operationally with high visibility in the day to day work.
- Create, maintain and encourage excellent public and employee relations
- Work in partnership and develop a close relationship with owners and society managers
- Improving guest feedback and assuring best services
- Responding to the guest reviews in Tripadvisor and OTA's.

Worked at Woods At Sasan as an Assistant Front Office Manager (HOD) (From September 2021 to October 2023)

Worked at The LaLit, Jaipur as Duty Manager (From May 2019 to August 2021)

Worked at Hyatt Centric Bangalore as Assistant Manager- Front Office (From February 2018 to April 2019)

Worked at Hyderabad Marriott and Convention Centre and Courtyard by Marriott Hyderabad as Front Office Executive (From February 2017 to February 2018)

Worked at Intercontinental Chennai Mahabalipuram Resort as Guest Service Executive since pre-opening stage (From June 2015 to January 2017)

Worked at SUN N SAND, Nagpur as Guest Relation Executive (From April 2014 to May 2015)

DECLARATION

I hereby declare that all the data and information provided above are true and correct to the best of my knowledge.

Date: -

Place: -

(Suranjana Tewari)