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|  C:\Users\lenovo\Documents\142707 a.jpg | **KUTTAPAN PILLAI SREENU**ShreyasTC 48/36 (6), AGRA 47 ASWATHY GARDENSAMBALATHARA-P.O TRIVANDRUM – 695026+ 91 9645 223 511 sreenukuttappanpillai@yahoo.comsreenukuttappanpillai@rediffmail.com  |

## PERSONAL DETAILS

DATE OF BIRTH : 28th August 1971

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MARITAL STATUS : Married

LANGUAGE KNOWN : English, Hindi

PASSPORT NUMBER : H5514060

DATE OF ISSUE : 26/08/2009

DATE OF EXPIRY : 25/08/2019

PLACE OF ISSUE : TRIVANDRUM, KERALA, INDIA

DRIVING : Holder of valid Indian Driving License – LMV and MC

**EDUCATIONAL QUALIFICATIONS**

* One Year Diploma in Hoteliering & Catering Technology from Academy for Management Studies (AMS), Cochin Kerala.
* One Year Diploma in Computer application from Sakasharta Mission.

* Completed Plus-II from Shri Gandhi Uccha Mahavidyala, Rourkela, Orissa
* Matriculation from Board of Secondary Education, Orissa.

## COMPUTER KNOWLEDGE

* Well versed in MS-Word, MS-Excel & Hotel Management Software , WIN HMS hotel Software and HOT SOFT hotel software

**PROFESSIONAL EXPERIENCE**

**FRONT OFFICE MANAGER CUM RESIDENT MANAGER : HAVELI BACKWATER RESORTS, ALLEPPEY – FROM JULY 2014 TO TILL DATE.**

**A 4 star resort located in Alleppey, having 81 Rooms, one restaurant, one swimming pool, one Ayurveda Spa, two banquet halls and one board room. Joined as pre-opening team in Front Office.**

**Job Profile**

1. **Setting up of entire Front Office & setting of rooms**
2. **Meeting with Guest’s on arrival/departure for collecting feed backs**
3. **Handling guests complaint**
4. **Staff Recruiting**
5. **Staff Training**
6. **Meeting with travel agents to promote the property**
7. **Handling entire Operational Departments (Front Office, House Keeping, F&B (S) and (P), Security and Purchase in GM’s absence.**
8. **Attended KTM 2015 at KOCHI.**

**FRONT OFFICE MANAGER:-SOMATHEERAM AYURVEDIC HEALTH RESORT – FROM AUG 2012 TO MAY 2014.**

**An Ayurveda Health Resort located in Chowara , South of Kovalam Trivandrum, Kerala with 66 cottages, one Ayurveda Hospital, two yoga halls and one restaurant and recognized by Govt. of Kerala for 10 times for the best Ayurvedic Centre and 3 times as best wellness Centre from the Govt. Of India.**

**Job Profile**

 **● Meeting guests on arrival/departure**

 **● Escorting VIP guests to their room**

 **● Resolving guest’s complaints**

 **● Room allocations**

 **● Training to staffs at front office.**

 **● Maintaining duty Rota’s**

 **● Handling transport department**

 **● Handled entire Operational Departments (Front Office, F&B Service,**

 **Kitchen, Housekeeping, Ayurveda, Reservations and Purchasing/ Stores**

 **in Operation Manager’s absence.**

**OPERATION MANAGER - ROYAL RETREAT, GURGAON - FROM OCT 2009 TO JULY 2012.**

**A Boutique Hotel located in Gurgaon having 56 rooms, 3 Conference halls, 1 Restaurant serving multi-cuisine, and Health Club**

**Job Profile:**

* **Reporting to MD.**
* **Taking care of entire day to day operations. (Front office, House- keeping, Accounts, F&B (Service & Production), Purchase, Stores, Security, Travel desk etc).**
* **Managing contracts i.e. Housekeeping and security.**
* **Staff recruitment for various departments**
* **Finalizing Menu for conference’s with the help of F&B Service & Production team**
* **Maintaining high level of standard**
* **Resolving guest complaints**
* **Responsible for upkeep of the property**
* **Liaising with local authorities**
* **Finalizing of vendors and suppliers with the support of Purchase Department.**
* **Arranging food festivals**
* **Arranging AMC’s for telephone, Xerox machine, fax, fire extinguishers, A/C, deep freezers etc.**
* **Checking and passing of bills.**
* **Contacting Travel Agents and Corporate Bookers for sales promotion of the property**

**FRONT OFFICE MANAGER: ROYAL RETREAT (A THREE STAR HOTEL) – From Jan 2005 to Mar 2009.**

**A Boutique Hotel located in Gurgaon having 56 rooms, 3 Conference halls, 1 Restaurant serving multi-cuisine, and Health Club. Royal Retreat is a 3 star hotel favored mostly is corporate clients due its proximity to Gurgaon’s business center.**

**Job Profile:**

 **• Handling entire operations at front office**

 **• Handling room reservations and room allocations**

 **• Handling of travel desk such as arranging tickets and cabs for guests**

 **• Maintenance of all reports related to bookings, Sales & Marketing**

 **• Preparing conferences, banquet parties & staff menus.**

 **• Provides training to staff at front office.**

 **• Maintaining duty Rota’s**

**HOTEL ROYAL RETREAT: FRONT OFFICE SUPERVISIOR- From Dec 2003 to Jan 2005**

**Job Profile:**

**• Supervising front office department.**

**• Handling Room reservations and Room allocations**

 **• Co-ordination with other departments for overall smooth functioning of**

 **Front office**

 **● dealt with money exchange and all cash transactions.**

 **● Night auditing and preparing of reports**

# **HOTEL ALAPPAT REGENCY: FRONT OFFICE ASSISTANT from**

# **Mar 03 to Nov 03.**

**• Handling all Front Office activities i.e. room reservations, handling telephone operations etc.**

**HOTEL AVENUE REGENT (A FOUR STAR BUSINESS HOTEL)-**

**• Completed Vocational Training in Food & Production Department**

PLACE: TRIVANDRUM (K.SREENU)

DATE: