

SOMNATH DAS

Phone: +971557961108

Email: somnathdas1104@gmail.com

Location: Dubai, UAE



Professional Summary

Multifaceted staff skilled in basic hotel and resort management procedures. Adept at guest relations and resolving customer service issues quickly to minimize guest complaints and inconvenience.

Skills

- **Front Office Operations:** Admirable experience in managing Front Office operations, greeting guests, and performing basic check-in duties.
- **Software Proficiency:** Strong knowledge of **IDS**, **IDS Fx**, **Winhms**, and **Staah** software (p. 1). Familiar with MS Office and hotel operating software applications. Experienced with channel managers like **Rate Tiger** and **Res-Avenue**.
- **Guest Services:** Excellent problem-solving skills and ability to stay calm under pressure. Provides high-quality guest relations and resolves guest complaints.
- **Operational Management:** Experienced in overseeing daily operations, handling all front office transactions (check-in, check-out, payments, reservations), performing night auditing, and generating reports.

Work Experience

Senior Guest Service Agent - Club Mahindra

Arabian Dreams Hotel Apartment, Bur Dubai, Dubai

July 2024–Present

- Manage an inventory of **75 rooms** as Senior Front Office In charge in a 4-star leisure category hotel.
- Welcome guests, handle guest issues, and resolve complaints.
- Oversee daily front desk operations to ensure a seamless guest experience.
- Handle all front office transactions including check-ins, check-outs, payments, and various reservations.
- Prepare competitive set reports for day-to-day rates updating.
- Manage channel managers and submit daily front office reports.

Senior Executive - O2 Hotel

Kolkata, India

January 2024–July 2024

- Handled an inventory of **210 rooms** as a Senior Executive Front Office in a 4-star business hotel.
- Maintained guest satisfaction by ensuring the Front Desk was always staffed.
- Initiated efficient check-in and check-out procedures and managed key control/security measures.

- Conferred with other departments to ensure coordinated activities.

Team Leader - Manjeera Sarovar Premiere Hotel

Rajahmundry, India

July 2022–December 2023

- Handled an inventory of **105 rooms** as a Senior Front Office Associate in a 5-star business hotel.
- Answered guest queries in person, via phone, and through emails.
- Prepared daily guest reports and determined room availability.

Front Office Associate - Hycinth Hotel- PRT HOTELS PVT LTD

Trivandrum, India

January 2021–April 2022

- Handled an inventory of **102 rooms** as Front Office Associate in a 5-star business hotel.
- Used up-selling techniques to maximize room revenue.
- Developed detailed knowledge of room locations, facilities, and types.
- Reported guests with high balance to the Front Office Manager.

Academic Qualifications

- **Bachelor of Hospitality & Hotel Administration:** SBIHM School of Management (MAKAUT), 2021.
- **Senior Secondary (12th):** St. Jude's High School (I.S.C), 2018.
- **Higher Secondary (10th):** Authpur National Model High School (I.C.S.E), 2016.

Industrial Training

- The Lalit Golf & Spa Resort, Goa.

Achievements

- Received appreciation for **Best Employee of the month** in 2023, Manjeera Sarovar Premiere Hotel.
- Received appreciation for **Best Performer of the month** in 2022, Manjeera Sarovar Premiere Hotel.
- Received appreciation increment letter for excellence service in 2021, Hycinth Hotel.

Languages Known

- **English:** Read, Write, Speak.
- **Hindi:** Read, Write, Speak.
- **Bengali:** Read, Write, Speak

References

- **Chelsea Plaza Hotel**
Mr. Gohar (Night Manager)
Phone: +971558706071