

Chetan Verma

Hospitality

Address Amritsar , India 143104

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Dedicated Front Office Manager with proven expertise in enhancing guest satisfaction and streamlining operations. Skilled in staff training and relationship-building, driving efficiency and team performance.



Skills

- ◆ Front office operations
- ◆ Guest satisfaction
- ◆ Staff training programs
- ◆ Service efficiency
- ◆ Build good relations with customers
- ◆ Team leader



Work History

Nov 2022 - **Front Office Manager**

Current

The Thirsty Crow Resto Bar & Rooms , Ambala, India

- Oversaw daily front office operations, ensuring a seamless guest experience and high satisfaction.
- Managed reservation systems to optimize room occupancy and streamline check-in/check-out processes.
- Implemented staff training programs that enhanced team performance and improved service efficiency.
- Coordinated with vendors and suppliers, maintaining effective relationships and ensuring timely deliveries.

Nov 2020 - **Manager**

Nov 2022

Canadian Pizza , Sirhind, India

Sep 2019 - **Cashier**

Nov 2020

The Lapinoz Pizza , Ludhiana, India

◆ **Aug 2018 - Chef**
Feb 2019 *The Lapinoz Pizza Restaurant, Ludhiana*

◆  **Education**

◆ **Mar 2017 High School Diploma**
P.S.E.B - Amritsar, India

◆  **Languages**

◆ English ◆◆◆◆◆◆◆◆
Intermediate (B1)

◆ Hindi ◆◆◆◆◆◆◆◆
Bilingual or Proficient (C2)

◆ Punjabi ◆◆◆◆◆◆◆◆
Bilingual or Proficient (C2)

◆  **Personal Details**

◆ **Date of Birth:** 26/02/1998

◆ **Marital Status:** Single

◆ **Passport:** AN132191

Nationality: Indian

Gender: MALE