

Arvind Kamath

Front Office Manager

Goa · [Phone] · [Email] · [Website or LinkedIn]

PROFESSIONAL SUMMARY

Hospitality professional with 12 years in luxury and upscale hotels, the last five leading front office for a 220-room beach resort. Manages reception, concierge, guest relations and night audit teams, and works closely with revenue and sales on room allocation and upselling. Focused on review scores, repeat guests and smooth arrivals during peak holiday weeks.

SKILLS

Front office operations · Guest relations · Opera PMS · Upselling and room revenue · Online review management · Night audit oversight · Team scheduling and training · Complaint resolution · Group arrivals · Loyalty programme handling

EXPERIENCE

Front Office Manager — 220-room beach resort, part of an Indian hotel group, Goa

5 years · current

- Lead a team of 28 across reception, concierge, guest relations, bell desk and night audit.
- Introduced an arrival upgrade programme at check-in that added steady room revenue each month.
- Respond to online reviews within 24 hours and track recurring comments with housekeeping and F&B heads.
- Plan staffing and pre-assigned rooms for New Year and long-weekend peaks, keeping check-in waits short.

Assistant Front Office Manager — Business hotel with 180 rooms, Pune

4 years

- Ran shifts at the front desk, handling corporate guests, airline crew blocks and group check-ins.
- Trained new associates on Opera PMS, cash handling and loyalty member recognition.
- Reduced billing disputes at checkout by reviewing folios for corporate accounts the night before.

Guest Service Associate — Luxury hotel, Mumbai

3 years

- Handled check-ins, reservations and concierge requests for international and domestic guests.
- Managed VIP arrivals with amenities and room set-up according to guest profiles.

EDUCATION

B.Sc. in Hospitality and Hotel Administration — Institute of hotel management, Goa

CERTIFICATIONS AND REGISTRATIONS

- Certified Hospitality Supervisor coursework

- Opera PMS Front Office, vendor training

PROJECTS

- Guest feedback huddle — daily ten-minute review of comments across departments that lifted review responsiveness
- Arrival experience redesign — welcome drink at the lobby and express check-in for loyalty members

LANGUAGES

English · Konkani · Hindi · Marathi · Kannada