**Fraser Suites, New Delhi**

**(A unit of IFCI Infrastructure Development Limited)**

CIN: U45400DL2007GOI169232

Plot No. 4 A District Centre

Mayur Vihar Phase -1 New Delhi-110091

Tel: +91 11 47668888, DID: +91 11 47668899 Fax: +91 11 43837777

 Website: delhi.frasershospitality.com, www.frasershospitality.com

IIDL (*Subsidiary of IFCI Limited*) has its hospitality unit ***Fraser Suites*** (gold standard property) at Mayur Vihar, New Delhi which is managed by internationally known iconic luxury hotel chain ***Frasers Hospitality***. Interested and eligible candidates may send their applications at hr.newdelhi@frasershospitality.com or send their resumes (with name of the position applied) at the address mentioned below:

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| **Sl.** | **Post** | **Eligibility** | **Age** | **Experience** | **Pay / CTC (Per Month)** | **No. of Vacancies** | **Employment Type** |
| **No.** |
| 1 | Client Relation Executive | 10+2 certificate examination/ Bachelor’s degree / Hotel Management (Degree/ Diploma) | Not more than 38 years as on closing date | Minimum 22 weeks of Industrial training from Hotel property but preference will be given to the candidates having good experience | CTC-Upto 19,000/- | 3 | Regular |
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| 2 | Accounts Executive | Graduate / Post graduate/ Other relevant course | Not more than 38 years as on closing date | Minimum 01 year in similar property or minimum 01 year as job Trainee post qualification | CTC-Upto 25,000 | 1 | Regular |
| 3 | Sales Executive | Graduate / Post graduate/ Hotel Management (Degree/ Diploma)/ Other relevant course.  | Not more than 38 years as on closing date | Minimum 22 weeks of Industrial training from Hotel property but preference will be given to the candidates having good experience | CTC- Upto 30,000/- | 1 | Regular |
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| 4 | Assistant Manager- Accounts Receivable | Bachelor’s degree / Diploma in Accountancy/MBA/Other relevant course | Not more than 38 years as on closing date | Minimum 02 years in similar a Hotel property  | CTC-Upto 30,000/- | 1 | Regular |
| 5 | Duty Manager | Graduate / Post graduate/ Hotel Management (Degree/ Diploma)/ Other relevant course.  | Not more than 38 years as on closing date | Minimum 02 years in similar a Hotel property | CTC-Upto 30,000/- | 1 | Regular |
| 6 | Dining Attendant/ Stewards | 10+2 certificate examination/ Bachelor’s degree / Hotel Management (Degree/ Diploma) | Not more than 38 years as on closing date | Minimum 22 weeks of Industrial training from Hotel property but preference will be given to the candidates having good experience | CTC: Upto 16,500/- | 3 | Regular |
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| 7 | Sales Manager | Graduate / Post graduate/ Hotel Management (Degree/ Diploma)/ Other relevant course.  | Not more than 38 years as on closing date | Minimum 03 years as Assistant Manager Sales in a hotel property | CTC: Upto 60,000/- | 1 | Regular |
| 8 | Assistant Sales Manager | Graduate / Post graduate/ Hotel Management (Degree/ Diploma)/ Other relevant course. | Not more than 38 years as on closing date | Minimum 02 years as Assistant Manager- Sales in a hotel property | CTC upto 40,000/- | 1 | Regular |
| 9 | Associate Director of Sales | MBA/Graduate / Post graduate/ Hotel Management (Degree/ Diploma)/ Other relevant course. | Not more than 50 years as on closing date | Minimum 8 years in Sales in similar property. | CTC: 80,000(Fixed 75000/- Variable 5000/-) | 1 | Regular |
| 10 | Assistant F&B Manager | Graduate / Post graduate/ Hotel Management (Degree/ Diploma)/ Other relevant course.  | Not more than 38 years as on closing date | Minimum 04 years of experience in a reputed Hotel **(Not from Restaurants**) | CTC: Upto 49,000/-per month. | 1 | Regular |
| 11 | F&B Hostess  | Graduate / Post graduate/ Hotel Management (Degree/ Diploma)/ Other relevant course. | Not more than 38 years as on closing date | Minimum 22 weeks of Industrial training from a reputed Hotel but preference will be given to the candidates having good experience | CTC: Upto 16,500/-per month. |  1 | Regular |

Assistant Manager-HR

**Fraser Suites New Delhi**

Plot No. 4 A District Centre

Mayur Vihar Phase -1 New Delhi-110091

Tel: +91 11 47668899

**Contact Person: Chandan Singh Rawat (HR)**

**Last to apply: October 09, 2016**

**Notes:**

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| 1. Interested and **Eligible candidates** may send their resumes at hr.newdelhi@frasershospitality.com or they may also send their resume in an envelope which should be super scribed with post applied for …. and should be send at the address mentioned above.
2. CTC will be determined based on the experience, qualifications etc. of the successful/selected candidates.
3. Relaxation will be considered in case of SC/ST (5 years) and OBC (NCL-for 3 years).
4. Age Relaxation will be considered in case of deserving candidates.
5. Also, candidates are required to bring all original certificates (class 10th onwards) with self-attested photocopies on date of interview.
6. Caste Certificate for reserve category candidate (s) should be in prescribed format meant for employment in PSUs. Latest non-creamy layer certificate in respect of OBC candidates should be produced.
7. The selected candidates will not be given any accommodation and transport facility at the place of their posting.
8. FSND reserves the right to cancel this advertisement and selection procedure without assigning any reason.
9. Post qualification experience means the applicant should have working experience for the specified period after acquiring the prescribed educational/professional qualifications from a recognized and approved institution in India by AICTE / UGC / appropriate statutory authority.
10. The mere fact that a candidate has submitted the application against the advertisement and apparently fulfilling criteria as prescribed in the advertisement would not bestow on him/ her the right to be called for interview / considered for selection process. FSND at its discretion may also relax / lower qualifying standards /criteria in case suitable candidates are not available.
11. The total number of projected vacancies indicated in this advertisement may increase / decrease / be cancelled at the discretion of FSND, if need so arises, without any further notice and without assigning any reason thereof.
12. Only Indian Nationals are eligible to apply. While applying for any post, the applicant should ensure that he/she fulfils the eligibility and other norms mentioned above, as on the specified dates and that the particulars furnished are correct in all respects. In case, it is detected at any stage of recruitment that a candidate does not fulfil the eligibility norms and/or that he/she has furnished any incorrect/false information or has suppressed any material fact(s), his/her candidature will stand automatically cancelled. If any of the above shortcoming(s) is / are detected even after appointment, his/her services are liable to be terminated without any notice.
13. FSND reserves the right to call the candidates for any post and not necessarily to the post applied for. Mere eligibility will not entitle a candidate to be called for interview. The decision of FSND in this regard will be final and no correspondence in this regard will be entertained.
14. E-mail Id/ phone number/present address given in the application should be valid and functional for at least 6 months from the date of submission of application.
15. Any legal proceeding in respect of any matter of claim or dispute arising out of this advertisement and / or any application in response thereto can be instituted only in Delhi and courts/tribunals/forums in Delhi only shall have sole and exclusive jurisdiction to try any such cause/dispute.
16. FSND will not be responsible for any loss of application/ communication letter/ e-mail sent, due to invalid / wrong e-mail id/ wrong postal address/postal delay etc., in case of, any communication made by FSND. No request in this regard will be entertained.
17. The candidates are advised to go through the requirements of educational qualification, age, etc. and satisfy themselves that they are eligible before applying. If at any stage it is detected that, any FIR/ criminal case lodged/ pending against the candidate and it was found at an later stage that any information has been concealed by the candidate, even after gaining employment with the Company, your candidature/ appointment in the Company will be rendered ineligible/ cease to exist and the same will be treated void ab-initio without prejudice to any other action against you by the Company
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| **Job Description****Post:** **Client Relation Executive** * Handle the check-in and check-out of guests including the processing of their reservation and rooming at the unit level.
* Handle all guest request during their stay.
* Handle all front desk cashiering duties.
* Organize and implement guest programs/plans that anticipate and meet guest needs and interest.
* Ensure all information must be updated periodically.
* Support sales/marketing by providing relevant information including customer feedback and sales leads.
* Contribute to increase customer satisfaction level and the ratio of compliments against complaints.

**Post: Account Executive*** Assist to ensure daily and monthly billing is accurate and complete.
* Assist in monitoring and handling all company outstanding balances and working with front office on pax accounts balance.
* Assist other functions in operational problems to meet customer’s needs.
* To promptly update of collections and other info in accounts receivable in the property Management System.
* Contribute in improving P&P RELATED TO Accounts Receivable and General Cashiering.
* Assist in preparing audit schedules for both internal and external auditors.
* Perform any special projects, analyses or reports requested by supervisor.

**Post: Sales Executive*** Identifies business opportunities by identifying prospect and evaluating their position in the industry, researching sales options.
* Sells rooms by establishing contact and developing relationships with prospects and recommending solutions.
* Maintains relationships with clients by providing support, information, guidance, researching and recommending new opportunities.
* Identifies services improvements or new products by remaining current on industry trends, market activities and competitions.
* Prepares report by collecting, analyzing and summarizing information.
* Maintain quality service by establishing and enforcing organization standards.
* Contributes to team efforts by accomplishing related result as needed.

**Post: Assistant Manager- Accounts Receivable*** Ensure daily and monthly billing is accurate and complete.
* Assist in monitoring and handling all company outstanding balances and working with front office on pax accounts balance.
* Assist other functions in operational problems to meet customer’s needs.
* Ensure established procedures for Accounts Receivable functions are complied.
* To promptly update of collections and other info in accounts receivable in the property Management System.
* Contribute in improving P&P RELATED TO Accounts Receivable and General Cashiering.
* Assist in preparing audit schedules for both internal and external auditors.
* Perform any special projects, analyses or reports requested by supervisor.

**Post: Duty Manager*** Plan and oversee all front and guest service work processes from the arrival of the guests to their departure to ensure the meeting of all need
* Handle evening /night shift, guest complaints, other related problem and report on Front Office’s log book.
* Cooperate with the managers for the different departments and within operations on the budget and the operations work plan.
* Protect the welfare and interest of the guests and ensure safekeeping of the property.
* Manage, motivate and develop the front office team in order to efficiently achieve the object of the units.
* Work closely and coordinate with Sales and Marketing Team to maximize occupancy and revenue.
* Prepare Management reports.
* Prepares and checks for all VIP’s arrival and escort guests to rooms.
* Contribute to the implementation of Fraser Experience

 **Post: Dining Attendant*** To welcome and seat diners, advising each on their choice of food and wine and taking order.
* **T**o organize and manage their team organizing their work and training new staff member recruited
* To organize the layout of the dining room to create warm and welcoming atmosphere.
* To co-ordinate with kitchen.
* To ensure that customers are satisfied with the service they receive.
* To promote customer loyalty through the quality of service provided.
* To ensure health and safety rules are complied with.
* To manage stocks.

**Post: Sales Manager*** Target setting and evaluation to the sales teams
* Bench marking and competitor analysis
* Maintain responsibly for and organize the designated portfolio of accounts.
* Implement the agreed tactical sales plan that focus on market niches and segments identified in the marketing plans
* Conduct property viewings with clients and walk-ins
* Handling of complaints and special client requests
* Attending Trade Shows and sales trip1s when required

**Post: Assistant Manager-Sales.*** Provide timely information flows in accordance with required sales administration process.
* Monitor and develop assigned accounts to ensure the achievement of sales targets.
* Maintain responsibility for all key accounts.
* Produce and pursue sales leads for the property.
* Maintain responsibly for and organize the designated portfolio of accounts.
* Implement the agreed tactical sales plan that focus on market niches and segments identified in the marketing plans
* Provide timely information flows in accordance with required sales administration process.
* Monitor and develop assigned accounts to ensure the achievement of sales targets.
* Maintain responsibility for selected key accounts.
* Maintain close, frequent and open communication within and across property on accounts and prospective customer.
* Process all reservations and lease agreement in a timely and efficient manner.

**Post: Associate Director of Sales.*** Work with Sales and Marketing and relevant parties to develop a marketing plan that identifies market niche and segment s and defines a tactical plan to focus on all these.
* Monitor and review sales production and adjust sales activities, account coverage and sales priorities in order to achieve planned goals.
* Establish account qualification criteria and use market research and tele marketing resources to identify priority accounts and assign sales to assure optimal coverage thereof.
* Maintain responsibility for selected key accounts.
* Co-ordinate close frequent and open communication between Group director, Sales and Marketing.
* Prepare Revenue or Sales Budget.
* Lead manage and motivate and effective team of sales professional to achieve budgeted sales.
* Establish team sales goals and allocate key accounts to each member

**Post: Assistant F&B Manager*** Demonstrated ability to maximize sales, control payroll costs and manage budgets.
* Proven experience in providing exceptional customer service in accordance with brand standards.
* Assisting in training and development of all F&B staff.
* Assisting with rosters and co-ordinate daily operational staffing requirements.
* Previous experience in running events up to 150-200 pax (including weddings, banquets, conferences and cocktail functions).
* A strong knowledge of Food and Beverage operations and service.
* Ability to engage and lead a team.
* Excellent interpersonal and communication skills.
* A strong attention to detail along with exceptional organizational and time management skills.
* The ability to create a positive first impression with an understanding of the importance of five-star service and grooming standards.
* Be flexible in accommodating to rotating roster.
* Sales Ability.

**Post: F&B Hostess*** Check the reservation book for reservations for the next meal period.
* Greet the guest, escort them to a table.
* Notify the supervisor of any parties of more than six.
* Distribute reservations among all servers equally, informing them of all information necessary. Example, Birthdays, anniversaries, bill not to be taken to the table or any other unusual requests.
* See that the reservation signs are placed on the tables.
* Always answer the phone politely using a friendly tone and being informative.
* Efficient in taking room order.
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