

**IFCI INFRASTRUCTURE DEVELOPMENT LIMITED  
(A Government of India Undertaking)**

IFCI Tower, 61 Nehru Place, New Delhi – 110019

Tel: +91-11-41732000

Website: www.iidlindia.com

CIN: U45400DL2007GOI169232

**Applications are invited for the post of 'Front Office Manager' on contractual basis for our Hospitality Unit – IIDL Suites situated at Mayur Vihar, New Delhi.**

S. No.	Post	No. of Vacancy	Eligibility	Age	Post Qualification Experience	Compensation (In. Rs.)	Location	Category
1.	Front Office Manager	1	Regular /Full Time- Bachelor of Hotel Management. Or Diploma in Hotel Management (3 years)	Maximum Age- 45 years	<b>For Degree Holder</b> Minimum 07 years in front office of which at least 2 years as AFOM/FOM in similar hotels.  <b>For Diploma Holder</b> Minimum 10 years in front office of which at least 2 years as AFOM/FOM in similar hotels.	Between Rs.65,000/- to Rs.75,000/- (Negotiable)	New Delhi	UR

**Job Responsibilities:**

- To plan and oversee all front and guest service work, processes from the arrival of the guest to their departure to ensure the meeting of all need.
- To oversee the development and implementation of creative plans and programs that anticipate and meet the guest needs and interest.
- To ensure proper check in and check out process.
- To ensure proper registration
- Proper reporting and timely updates.
- To check costs and ensure efficiency.
- To carry out proper adherence to the Property Standards.
- Staffing and Scheduling of the shift and allocation of duties.
- To implement systems and procedures that achieve higher cost efficiency and guest satisfaction.
- To facilitate learning and development for all the team members
- Performance Appraisal/ Management of the staff in the department.
- To ensure that all the operational standards set for all the processes are followed
- To liaison and build relationship with regular and repeat guests/residents
- To contribute to increase customer satisfaction level and the ratio of compliments against complaints.
- To handles guest complaints in the shift and other related problems.
- To approve and sign for allowances, rebates as required by Front Office cashier.
- To ensure that all the security, hygiene and aesthetic standards of the hotel are met.

- To prepare management reports.
- To manage, motivate, and develop the operation team in order to efficiently achieve the object of the unit.
- To coordinates with all department concerned in order to maintain front office functions properly
- To work closely and coordinate with the sales and marketing team to maximize occupancy and revenue.
- All the other work as deemed necessary with regards to Front Office operations.

**Nature of appointment:**

Candidate will be appointed on contractual basis for a period of 2 years which may be further extendable based on the performance of the appointee and the requirement of IFCI Infrastructure Development Limited ("IIDL" or "Company"). Appointment of any candidate on contract basis will not confer any right of absorption in the regular employment of the company at any point of time. As and when required, the appointee may be transferred anywhere to another unit/office of IIDL.

**Compensation:** CTC will be determined based on the experience, qualifications etc. of the successful/selected candidate and may vary between Rs. 65,000/- to Rs.75,000 /- per month. (Negotiable)

**Experience & Qualification:**

Regular/Full time Degree -Bachelor of Hotel Management from a recognized university

Or

Regular /Full time - Diploma in hotel management (3 years) from a recognized institute.

**For Degree Holders**

Minimum 07 years of relevant work experience post qualification in Front office operation of which at least 2 years as AFOM/FOM in similar hotels.

**For Diploma Holders**

Minimum 10 years of relevant work experience post qualification in Front office operation of which at least 2 years as AFOM/FOM in similar hotels.

**Selection Procedure:**

Selection will be made through interview only. A preliminary screening of the applications will be carried out to short-list eligible candidates to be called for the interview. Merely fulfilling the minimum requirements laid down for the post would not automatically entitle any candidate for interview. The place and date of interview will be advised to the short-listed candidates in due course. Candidates are required to bring all original certificates (class 10<sup>th</sup> onwards) with self-attested photocopies on the date of interview. IIDL reserves the right to modify the selection procedure, if deemed fit.

**Age:**

The maximum age is up to 45 years. All Computations of age shall be done considering 30<sup>th</sup> September 2021 as the cut-off date. Age relaxation for SC/ST/OBC (NCL)/EWS/PWD candidates shall be applicable as per govt. guidelines.

## **General Instructions:**

1. Candidates are advised to read all the instructions carefully before applying and ensure to fulfil stipulated eligibility criteria as on the date of eligibility.
2. Applications which are incomplete or received after the prescribed date or received without supporting documents in respect of age, educational qualification, caste certificate and experience etc., will not be considered and summarily rejected at the screening of application stage itself. IIDL will not be responsible for not receiving any application through email for technical reasons.
3. While applying for the 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.
4. IIDL will call the candidates for interview based on the details furnished in the application. At the time of the interview, candidate should invariably be in possession of all the requisite certificates, IN ORIGINAL, in support of their claim with regards to their application.
5. In all matters regarding eligibility, conduct of interviews, assessment, prescribing minimum qualifying standards in interview, in relation to number of vacancies and communication of result, the Company's decision shall be final and binding on the candidates and no correspondence shall be entertained in this regard.
6. The selected candidates will not be given any accommodation and transport facility at the place of their posting.
7. Post qualification experience means the applicant should have working experience for the specified period after acquiring the prescribed educational/professional qualifications from appropriate statutory authority.
8. IIDL 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 IIDL. No request in this regard will be entertained.
9. 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 a later stage that any information has been concealed by the candidate, even after gaining employment with the Company, His/her 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 him/her by the Company.
10. 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.
11. The selected panel for advertised post will be valid for 6 months if the selected candidate does not accept the offer of appointment or leave the organization within six months, the next person in order on the panel will be offered appointment.

12. The short-listed candidates will be called for interview process, which will be carried out at New Delhi and NO TA/DA will be paid for attending the same.
13. Selected candidate will be required to join the services within 30 days from the date of appointment letter. NO COMPENSATION will be provided for shortfall of notice period, if any, with the current employer.
14. Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at Delhi only.
15. Please note that Corrigendum, if any, issued on the above advertisement, will be published only on company's website [www.iidlindia.com](http://www.iidlindia.com)
16. The selected candidates will be governed by the terms and conditions of IIDL.

#### **HOW TO APPLY:**

- a. Candidates who strictly satisfy the eligibility norms are required to apply online under career section. The candidates are also required to attach a brief profile (not exceeding 3 pages) regarding qualification, experience etc. along with the online application and also attach self-attested copies of the relevant certificate/s (in support of age, educational qualification) and appropriate documents. After submission of on-line application, the candidates are required to take print out of on-line application and email it along with supporting documents in pdf format at [careers.newdelhi@iidlindia.com](mailto:careers.newdelhi@iidlindia.com) with subject as '**APPLICATION FOR THE POST OF FRONT OFFICE MANAGER**".
- b. IIDL reserves the right to call for additional documents from the candidate to validate their claim with regard to eligibility for the post by email/post. Failure to furnish the required documentary proof, within stipulated timelines, shall result in disqualification of the candidature of the candidate.
- c. The following documents should be submitted along with the application, in absence of which, the application will be rejected outrightly.
  - a. Proof of age (copy of passing Secondary/High School/10th standard Certificate or Higher Secondary School /12th Standard Certificate mentioning the DOB).
  - b. Copy of Certificates and Mark sheets in respect of qualifications acquired.
  - c. Appropriate document(s) in support of desirable experience.
  - d. Relevant certificate for relaxation of age, if claimed.
  - e. Applications not in the prescribed format, submitted and /or received after their due dates are liable to be summarily rejected.
  - f. The last date and time to reach the application is **06.10.2021**

**For any query, please contact HR Department at 011-47668899 / 011-41732277 or email at [careers.newdelhi@iidlindia.com](mailto:careers.newdelhi@iidlindia.com).**