



# Francis Luis Araujo

London, United Kingdom, Flat 3 Arbor House, Station Road, Orpington , BR6 0RY

francisaraujo0827@gmail.com

+447448229090

## SUMMARY

Experienced Hospitality and Front Office Manager with over 10 years of combined experience across hotel operations, customer relations, guest services and administration. Proven track record of progressing from Receptionist to Front of House Manager through exceptional leadership, operational excellence, and customer service delivery. Skilled in team leadership, workforce planning, hotel operations, budget management, inventory control, guest relations, staff development, complaint resolution, and performance management. Passionate about delivering outstanding guest experiences while achieving operational and financial targets.

## WEBSITES AND SOCIAL LINKS

<https://www.linkedin.com/in/francis-araujo-746468189/>

## EXPERIENCE

### *Front of House Manager*

*Nov 2021 — Current*

The Wesley Hotel - London, United Kingdom

Promoted through multiple leadership positions due to strong performance, operational excellence, and leadership capabilities:

- Night Receptionist
- Night Team Leader
- Night Manager
- Guest Hospitality Manager
- Front of House Manager Key Responsibilities
- Manage day-to-day Front Office operations, ensuring exceptional guest experiences and service standards.
- Lead, coach and supervise Front of House Team Leaders, Receptionists and Guest Service staff.
- Monitor staffing levels, attendance, annual leave, clock-ins, clock-outs and workforce planning according to business needs.
- Create and manage staff rotas while maintaining labour costs within budget.
- Oversee payroll administration and wage flash reporting to ensure compliance with financial targets.
- Handle guest complaints, service recovery and complex customer issues professionally and efficiently.
- Ensure smooth check-in and check-out procedures while maintaining high guest satisfaction scores.
- Coordinate with Housekeeping, Maintenance, Food & Beverage and Reservations departments to ensure seamless hotel operations.
- Monitor occupancy levels, room allocations and operational performance.
- Conduct team briefings, appraisals, performance reviews, coaching sessions and employee development initiatives.
- Support recruitment, onboarding, training and performance management of Front Office staff.
- Analyse operational reports and identify opportunities to improve efficiency, guest satisfaction and revenue performance.
- Act as Duty Manager when required, taking responsibility for the overall operation of the hotel.
- Ensure compliance with Health & Safety regulations, fire safety procedures and company policies.
- Manage Front Office inventory including stationery, guest amenities, key cards, uniforms and operational supplies.
- Conduct stock audits, maintain inventory records and coordinate procurement requirements.
- Monitor stock usage and implement cost-control measures to minimise waste and maximise efficiency.
- Maintain strong relationships with suppliers and internal departments to ensure operational readiness.

## SKILLS

- Front Office Management
- Hotel Operations Management
- Team Leadership
- Staff Development
- Recruitment & Training
- Performance Management
- Workforce Planning
- Duty Management
- Rota Management
- Payroll Administration
- Budget Control
- Wage Flash Reporting
- Inventory Management
- Stock Control
- Procurement Coordination

## LANGUAGES

English



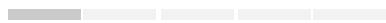
Hindi



Konkani



Arabic



## REFERENCES

Reference available upon request

### *Warehouse Agent*

*Oct 2020 — Oct 2021*

DHL UK - Wembley

- Processed parcels efficiently in a fast-paced logistics environment. • Assisted with warehouse operations, inventory handling and order fulfilment. • Maintained high standards of accuracy, safety and productivity. • Worked collaboratively within a team to achieve operational targets.

### *Customer Relations Executive*

*Jun 2019 — Oct 2019*

Morris Garages (MG) - Goa, India

- Scheduled and attended meetings with clients and prospective customers. • Collaborated with finance departments to ensure invoicing accuracy. • Managed customer complaints and delivered effective resolutions. • Built strong customer relationships through exceptional service delivery. • Supported sales activities and revenue generation initiatives. • Supervised daily sales operations and customer service functions.

### *Marketing & Public Relations Intern*

*Nov 2018 — Nov 2018*

International Film Festival of India - Goa

- Assisted with marketing campaigns and promotional activities. • Supported event planning and coordination. • Collaborated with teams to increase marketing outreach. • Performed administrative and operational support duties.

### *Front Office Intern*

*Apr 2016 — May 2016*

Deltin Jaqk Casino - Goa

- Managed communications and visitor interactions. • Supported office administration and inventory management. • Maintained security procedures and visitor records. • Assisted with operational and administrative activities.

### *Front Office Intern*

*Apr 2015 — May 2015*

Grand Hyatt Goa - Bambolim

- Delivered professional customer service to hotel guests. • Managed front desk operations and guest enquiries. • Assisted with record keeping and financial reconciliation. • Supported daily operational activities.

## EDUCATION

### *Department of Management Studies*

*Jan 2014 — Jan 2019*

MBA, Hospitality, Travel & Tourism

### *Stenodac Institute for Career Training and Professional Education*

*Jan 2013 — Jan 2013*

Diploma, Computer Management

***Santa Cruz Higher Secondary School***

Higher Secondary School Certificate (Arts)

***Don Bosco High School***

Goa | Secondary School Certificate (SSC)

**ACHIEVEMENTS**

Progressed from Night Receptionist to Front of House Manager through multiple internal promotions. Successfully managed Front Office operations within a busy London hotel environment. Developed and mentored team members into leadership positions. Consistently delivered high standards of guest service and operational performance. Improved team efficiency through effective rota management, coaching and workforce planning.

Awarded Employee of the Month- May 2025

**CERTIFICATIONS AND LICENSES**

First Aid Training Fire Marshal Training Mental Health Awareness Training  
Customer Service Excellence Training