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Gaurav Apte

Career Objective

To break the barriers of change in order to drive operational excellence, conceptualize the company's vision and achieve growth through exceeding expectations of all stakeholders.

Professional Experience

Presenting a portfolio of qualification and experience earned for over 16 years of progressive responsibility and achievement in the hotel industry.

- Currently working as a **General Manager** since August 2015 with **Courtyard by Marriott, Ahmedabad** (*A well located business hotel in Gujarat's commercial capital with easy access to one of India's fastest growing business districts, the S.G. Highway, with 164 rooms and a range of amenities.*)
- Joined **Bengaluru Marriott Hotel Whitefield, Bangalore** (*A contemporary and vibrant hotel set in the heart of Bangalore's IT hub with 324 rooms including 17 suites, a perfect destination for a discerning traveler*) in August 2012 as a **Director of Rooms** as a part of the Pre-Opening Team till May 2014, then got promoted to a **Resident Manager** till July 2015 handling Front Office, Food & Beverage, Housekeeping and Recreation.
- Joined **Courtyard by Marriott, Pune Hinjewadi** (*A perfect business hotel set in the heart of Pune's IT hub and right off the Mumbai Pune Express highway, with 153 rooms, elegantly designed to keep the guests energized*) in February 2009 as a **Front Office Manager** as a part of the Pre-Opening Team till September 2010, then got promoted to a **Director of Rooms** till July 2012
- Joined **The Renaissance Mumbai Hotel & Convention Centre & The Lakeside Chalet Marriott Executive Apartments, Mumbai** (*Spread over 16 acres, situated on the banks of the Powai lake having a mix of corporate and leisure guests with an inventory of 583 rooms for the largest Convention Center in Mumbai & exquisite 171 apartments, the first of its kind in Mumbai*) in April 2002 as a **Guest Service Associate** and have progressively held positions like **Front Desk Executive, Asst. Front Desk Manager, Front Desk Manager** and **Asst. Front Office Manager** till February 2009
- Started work as a **Front Office Assistant** with **Best Western-The Pride Hotel, Pune** in July 2001 where I got my first glimpse of Front Office operations for almost a year.

Job Responsibilities

- Responsible for assuring enhanced customer experience through cross department coordination, consistent process improvement & procedural implementation.
- Making Budget and Business Plan after a thorough study of Profit and Loss statement.
- Staff appraisals, Training, Counseling and Career growth plans ensuring associate motivation and productivity.
- Achieve Balanced Scorecard Results: Conducting activities to drive financial results, guest satisfaction, associate satisfaction and market share.
- Interact with guests to obtain feedback on product quality and service levels while handling guest complaints and grievances in adherence with the true essence of hospitality.

Achievements

- Selected as the **Rooms Trainer** for Pre-opening countdown at **JW Marriott, Macau** (first Marriott hotel in Macau) in May 2015
- **Best Operations of the year Award** for Bengaluru Marriott Hotel Whitefield amongst the Marriott Brand hotels in Asia Pacific in 2014
- **Global EDGE (Excellence in Delivering the Guest Experience) Award Winner** 2013 in Marriott Global Discipline Awards 2014, Washington. D.C.
- **Best Upscale Hotel Opening** 2013 for Bengaluru Marriott Hotel Whitefield in 2014 HVS Hotel Investment Conference (HICSA)
- Selected as the only **Rooms Trainer** from Marriott for Pre-opening countdown at **Ritz Carlton, Bangalore** (first Ritz Carlton hotel in India) in 2013
- Selected as trainer for Asia **Pacific - “At the Helm- Front Office Leadership Academy”** in 2013 and conducted 5 trainings in Thailand, China and India.
- Selected as the **Asia Pacific- Rooms Advisory Board member** for managing Marriott and Courtyard brands in India for 2013
- Selected to present ‘Rooms Best Practices’ for Asia Pacific in Shanghai for **Operations Conference** in February 2012
- **Best Pre-opening hotel** of the year 2009 for Courtyard by Marriott, Pune Hinjewadi.

Task Force

- Courtyard by Marriott, Bilaspur (India) - **Task Force -GM** for 1 month in April 2015
- Selected as the **Front Office Taskforce** for Pre-opening countdown at **JW Marriott Sahar, Mumbai** in February 2015
- Courtyard by Marriott, Pune City Centre (India) - **Task Force- Operations** for opening the hotel in July 2011
- Courtyard by Marriott, Mumbai (India) - **Task Force for Opera Configuration and Training** for opening the hotel in March 2010
- Renaissance, Kuala Lumpur (Malaysia) on **Task Force for Opera Conversion** in June 2008

Trainings

- Completed “**Asia Pacific- One Week Executive Development Program**” in Sanya, China in November 2016
- Graduated from the “**Elevate program**”- GM development (1 year) in 2016
- Attended Core Marriott International Trainings like **Business Acumen, Effective Presentation Skills, Effective Training Skills, Developing You- Developing Others, World Class Negotiation Skills, Managing Business Priorities, Foundation of Leadership, Seven Habits of Highly Effective People, Dynamic Teams, REVMAX, Foundations of Cleaning, At the Helm and Crucial Conversations.**
- Trained at **The Taj Mahal Hotel, Mumbai** and **Le Meridien, Pune** for a period of two months.

Academic Qualifications

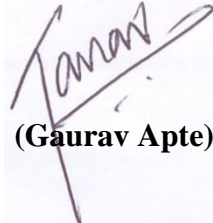
- **Masters in Hospitality Administration (MHA)** - Institute of Hotel Management (IHM), Mumbai, in collaboration with Indira Gandhi National Open University (IGNOU) Passed with **First Class** (2005-2009)
- **Masters in Tourism Management (MTM)** - Indira Gandhi National Open University (IGNOU) Passed with **First Class** (2005-2007)
- **Diploma in Hotel Management and Catering Technology (DHMCT)** - Bhartiya Vidyapeeth's Institute of Hotel Management & Catering Technology, Pune with **First Class** (1999-2001)
- Passed H.S.C (12+) from Bhavan's College, Mumbai with a **First Class.** (1998)
- Passed S.S.C (10+) from St. Francis High School, Mumbai with a **Distinction.** (1996)
- Completed **Le Cour d'Hotellerié** course in French from Alliance Française, Pune.

References

- **Mr. Matthew Cooper** – General Manager (JW Marriott Hotel, Seoul, Korea)
- **Mrs. Ranju Alex**– MPVP-East India and General Manager (JW Marriott Hotel, Kolkata, India)
- **Mr. Nicholas Dumbell** – General Manager (Renaissance Mumbai Hotel and Lakeside Chalet- Marriott Executive Apartments, Mumbai, India)

Personal Profile

Date of Birth : 10th December, 1979
Languages : English, Hindi, Marathi, French



(Gaurav Apte)