

# **MANAN JOSHI**

## **HOTEL OPERATIONS MANAGER**

### **ABOUT ME**

Customer-oriented Operations Manager with 9 years of experience focused on increasing revenues and expanding margin. Adaptive and deadline-oriented consistently executes and completes multiple projects in high-stress environments. Serviced-focused operations manager dedicated to delivering positive customer experiences to promote loyalty and repeat business.. Sales leader with sound judgment, good planning abilities and interpersonal communication strengths.

### **Experience**

#### **Hotel Operation Manager, Jan 2019 – Aug 2021**

##### **Dolphin Suites – Kampala**

- Drove year-over-year business growth while leading operations, strategic vision and long-range planning.
- Established and administered annual budget with controls to prevent overages, minimize burn rate and support sustainability objectives.
- Enhanced operational efficiency and productivity by managing budgets, accounts and costs.
- Assessed reports to evaluate performance develop targeted improvements and implement changes.
- Maximized efficiency by coaching and mentoring personnel on management principles, industry practices, company procedures and technology systems.
- Boosted productivity by consolidating material planning, data collecting and accounting programs into one main system.
- Organized budgets, oversaw P&Ls and achieved margin targets consistently to stay on track with growth plans.
- Reduced costs managed delivery schedules and performed risk analysis to improve overall profitability.

#### **Front Office Manager, 2018 – 2019**

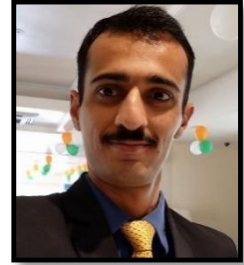
##### **Lemon Tree Hotel – Ahmedabad**

- Coached employees through day-to-day work and complex problems.
- Communicated corporate objectives across divisions through regular correspondence and scheduled status updates.
- Interpreted management directives to define and document administrative staff processes.
- Oversaw quality control and productivity rates to increase revenue and production times.
- Achieved specific team objectives and collection activity.
- Monitor and Maintain OTA inventory and rates on regular basis.

#### **Asst. Front Office Manager, 2016 – 2018**

##### **ITC Fortune Park Hotel – Ahmedabad**

- Participated in team-building activities to enhance working relationships.
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.
- Maintained excellent attendance record, consistently arriving to work on time.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Improved operations through consistent hard work and dedication.



### **Contact**

#### **Address**

Vadodara, India - 390021

#### **Phone**

+91 - 9173445599

#### **Email**

Mananjoshi09@gmail.com

### **Skills**

#### **Language**

English, Hindi, Gujarati, Kutchi

#### **Computer**

Opera, Fidelio, IDS, MS Office

### **Interpersonal**

Analytical Mind, Recruitment, Team Leadership, Food Preparation and safety, Policy and Procedure adherence, Coaching and Mentoring, Relationship Building, Operations Management

### **Business**

Sales expertise, Business Development, Project Management, Strategic Planning and Analysis, Consistently achieve goal, marketing,

## **Duty Manager, 2014 – 2016**

### **The Gateway Hotel, Taj (Now Vivanta by Taj) – Vadodara**

- Trained employees in essential job functions.
- Responded to customer concerns by providing friendly, knowledgeable support and maintaining composure and professionalism.
- Set goals for department and supported employees in meeting expectations.
- Responsible for front office, Travel Desk, Business center & IT department.

---

## **Front Office Executive, 2012 – 2014**

### **Renaissance Marriott – Mumbai**

- Responsible for Pre arrival and Check in/Check out of VIPs' and VVIP's
- Solving Guest Complain.
- Attending guest queries via Phone and Email
- Cashiering.
- Achieving Targets of Up selling room and other services.
- Preparation of pre arrival, Check in, Checkout of all the Crew coming to the hotel

---

## **Educations and Training**

**2009 – 2011 Bsc Hospitality & Hotel Administration**  
SIHM-KOZHICODE  
National Council of Hotel Management and Catering Technology  
**Percent : 71.4%**

**2010 Hotel Sahara Star**  
17 Weeks Industrial Training  
Core departments

**2011 Welcom Hotel (ITC)**  
4 Weeks Vocational Training  
Front Office Department

---

## **Achievement**

- Successfully achieved 94% of target, Highest since last 5 years, Year 2019
- Received for excellence and drive for customer satisfaction for moving hotel rank on Trip Advisor.
- Awarded for up selling target of INR 2,50,000/-, Year 2013
- Awarded for best groomed employee, Year 2012

---

## **Reference**

### **Dharampal Singh Rathore**

General Manager,  
Forest Cottage,  
Kampala, Uganda,  
Phone: +256-709705821

### **Tejas Patel**

Financial Controller,  
Golden Tulip,  
Dare Salam, Tanzania  
Phone: +255-709705821

### **Sven Saint-Calbre**

General Manager,  
Hotel Latitude 0,  
Kampala, Uganda,  
Phone: +256-757117813