**Akash Shah**

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**Objective:**

To Seek the Position of a General Manager in a top notch company.

**SUMMARY:** Top notch Manager with experience in day-to-day management of hotel and its staff with commercial accountability for planning, organizing and directing all hotel services, including front office (reception, concierge, and reservation), banqueting and housekeeping.

**Summary of Qualifications**

● Total more then six years of experience.

● Complete knowledge of hotels operations.

● Outstanding oral, written and training communication skills

● Unparalleled guest relations skills especially in creating "special touches" and resolving Guest requests and concerns.

● Strong analytical skills including trend analysis and the ability to develop innovative tactics to resolve problems.

● Excellent eye for details, can carry out actions to improve the appearance of the property, and employees as well as establish relevant actions that meet guest's expectations.

● Positive and upbeat approach to employee relations and guest complaints.

● Strong computer skills especially word processing, hotel operating systems and spreadsheet creation.

● Remarkable ability to ensure proper selection, training, motivation and counseling of all employees.

**Education**  
**Bachelor's Degree in Hospitality Management**  
**Hertfordshire University, London**

**Advanced Diploma in Business Administration**

**Victoria college of Technology and E-commerce**

**Professional Experience**

**Sanvariya Retail and Agroculture (April 16 – Oct 16)**

**Area Sales Manager**

**JOB PROFILE**

**Handling 7 regions inside Gujarat with a team of 20 and making them meet new clients and generate Business as well as establishing new stores, doing marketing activities, recruit people and managing the stores and see that it generate enough revenue to meet targets.**

**Pizza Hut Restaurant (May 15 - April 16)**

Joined Pizza Hut Restaurant as Restaurant General Manager in Ahmadabad and handled pizza Hut Branch of Alpha One Mall, Ahmadabad

**JOB PROFILE:**

Managing store operations at the store level and focusing on quarterly/monthly set targets of Sales and rolling grades for the store. Structure, Coordinate and manage the team base on customer needs, structure the team to address customer service needs and Motivate and manage the team to serve both the internal and external customers. Handling restaurant in profitable manner. Responsible for evaluation of Customer feedback in measurement by Quality, Service, Cleanliness and value for money and also with customer satisfaction index forms CSI. Generating different reports such as birthday party profitability, day part analysis, Monthly sales analysis, trading area analysis Food cost reports, Doing LSM(Local Store Marketing) activity etc.

# Professional Responsibilities:

**Pizza hut Restaurant in Ahmadabad.**

* Looking after sales and profits of restaurant
* Looking after the Business cost controllable for the store.
* Looking after the man power cost of store.
* Responsible for scheduling by making sales projections on daily basis
* Train & Develop the team as store and individual need..
* Planning and executing of crew and management schedule.

# Overall level of Customer satisfaction through outstanding QSC (Quality Service & Cleanliness) and also with operation evaluation report CER.

* Sales building activities and maximizing profit.
* Interviewing and selecting crew people and conducting crew orientations and retention of an adequate staff.
* Projecting initial monthly P&L control of all line items; responsible for designated line items and final MIS
* Holding controllable P&L line items within budget and reconciling the monthly P&L and determining restaurant profit opportunities.
* Training and Development of crew and managers utilizing modules through follow up and coaching.

**Tulsi Restaurant & Banqueting Suite, London** **August 2007 – March 2011**

**Operations Manager**

● Plan the catering along with other hotel services.

● Promote and market the business.

● Ensure that every department head is aware of operational goals and hence is made aware of the necessary tools.

● Manage budgets as well as financial plans.

● Maintain statistical-financial records.

● Recruit and monitor relevant staff for their specific operations.

● Plan work schedules as per requirement.

● Meet as well as greet customers.

● Deal with customer queries and complaints.

● Address customer problems as well as troubleshoot.

● Ensure events and conferences run without interruption.

● Supervise the supplies and furnishings.

● Deal with the contractors and suppliers.

● Complete important aspects of general administration, like weekly and monthly stock and consumption account, guest-list, bed book etc, as required by Management.

● Prepare household staff rotas and duties.

● Ensure that Excellence Hotels operates to the highest standards required by management.

● In liaison with Management, complete the induction of all the newly appointed household staff.

● Ensure that all household staff and other staff comply with Excellence Hotels policies, e.g. fire, safety precautions etc.

**Tulsi Restaurant & Banqueting suite, London**

**Restaurant Manager - Jan 2007 – July 2007**

● Managed the daily operations of the Hotel including Conference Management, Rooms, Housekeeping, Leadership & Training, Reservations, Retail, Engineering, Spa, as well as other functions as assigned.

● Monitored the performance of the Hotel operational teams.

● Provided assistance to aid executive committee department heads in achieving their short and long-term objectives.

● Implemented Hotel insurance policies, procedures and the overall operation philosophy.

● Assigned budgets to ensure that profitable goals for the Hotel were met.

**Hobbies**

● To Learn new things every day

● Reading, Making Friends, Surfing and going on Holidays

**About Me**

● I can Work harder and finish my tasks upto the requirement under the time limit and make my staff work harder too. If given chance, I can prove myself and be an asset to the company.

**Reference:**

● Available on Request.

**Thank you,**

**Yours Sincerely,**

**Akash Shah**