

# Anzar Nishat

## General Manager

Seeking General Manager position within the Hospitality industry leveraging 18+ years of experience in hotel operations, guest experience enhancement, and revenue growth. Proven ability to lead high-performing teams, optimize operational efficiency, and exceed financial targets. Passionate about fostering a customer-centric culture and delivering exceptional service while driving growth and success within a dynamic hospitality environment.

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### PROFESSIONAL SUMMARY

- Experienced in managing day-to-day operations for various hospitality establishments, including hotels and resorts.
- Successfully managed budgets, optimized room inventory, and implemented sales strategies to achieve revenue goals.
- Improved guest satisfaction scores and online ratings through service quality enhancements and customer-centric initiatives.
- Recognized for successfully launching and managing promotional events that contributed to revenue growth.
- Expertise in training and supervising staff across different departments within the hospitality industry, including front office, housekeeping, and food and beverage.

### TECHNICAL SKILLS

Revenue Management

Guest Service Management

Hotel Operations

Property Management Systems

Online Distribution

Yield Management

Financial Planning

Budget Management

Staff Training

Event Management

### WORK EXPERIENCE

#### Hotel Manager

**The Chinar Resorts & Spa (Pahalgam - Jammu & Kashmir)** (Nov 2024 - Present)

Responsible for managing the day-to-day operations to ensure exceptional guest experiences and achieve business objectives from November 2024 to Present.

- Oversaw and managed daily operations for all hotel departments, ensuring smooth workflow, adherence to brand standards, and exceptional guest experiences.
- Successfully recruited, trained, and supervised a diverse staff across departments, including front office, housekeeping, food and beverage, ensuring high-quality service delivery and guest satisfaction.
- Oversaw the maintenance, renovation, and upgrade projects for hotel facilities to maintain a high-quality guest experience and operational efficiency.
- Successfully implemented and maintained safety and security protocols exceeding industry standards, ensuring compliance with all health and safety regulations.
- Developed and executed effective customer service strategies, addressing guest inquiries and complaints promptly to maintain high levels of guest satisfaction.
- Created and implemented strategies to curate positive and memorable experiences for guests, exceeding expectations and encouraging repeat business.
- Developed and managed hotel budgets, effectively allocating resources and controlling expenditures to maximize profitability and achieve financial objectives.
- Successfully achieved sales targets and forecasted income accurately, utilizing market analysis and strategic planning to drive revenue growth.
- Analyzed sales figures and implemented effective marketing strategies to optimize occupancy rates and revenue streams, capitalizing on market trends and opportunities.

#### Unit Head

**Svenska Design Hotel (Kakinada, Andhra Pradesh)** (Aug 2023 - Apr 2024)

Promoted from Accommodation Manager - successfully managed the unit, overseeing operations and ensuring guest satisfaction from August 2023 to April 2024.

- Orchestrated personalized guest experiences resulting in improved online reviews and enhanced brand reputation.
- Implemented customer-centric strategies leading to a noticeable increase in guest loyalty and positive word-of-mouth referrals.
- Established and maintained high service standards through regular staff training, fostering a welcoming atmosphere and exceeding guest expectations.
- Utilized feedback mechanisms and actively addressed guest concerns, driving continuous improvement in service delivery.
- Developed special programs and amenities enriching the overall guest experience and contributing to increased satisfaction scores.
- Executed strategic financial planning initiatives to achieve substantial revenue growth and sustainable profitability.
- Implemented innovative pricing and package strategies maximizing room occupancy and overall revenue streams.
- Identified opportunities for cost savings and efficiency improvements through regular financial analysis, positively impacting operational expenses.
- Negotiated favorable terms with key vendors through strategic partnerships, ensuring cost-effectiveness and optimal resource allocation.
- Developed and executed targeted marketing campaigns resulting in a steady increase in bookings and overall revenue generation.
- Monitored key performance indicators to track financial performance enabling data-driven decision-making.
- Collaborated with sales and marketing teams to analyze market trends, capitalize on opportunities, and drive future revenue growth.
- Implemented sustainable practices and initiatives contributing to the hotel's environmentally responsible operations.
- Established partnerships with local businesses and suppliers to support the community and promote responsible sourcing practices.
- Developed and executed Corporate Social Responsibility (CSR) programs aligned with ethical standards, contributing to community development and social impact.

- Reduced waste and implemented recycling programs demonstrating a commitment to environmental stewardship.
- Implemented energy-saving and eco-friendly practices aligning the hotel with responsible and ethical business standards

#### **Achievements:**

- Increased guest satisfaction scores by a significant margin within the first year of tenure.
- Significantly grew revenue through the successful launch and management of promotional events.
- Successfully implemented cost-effective measures resulting in a substantial reduction in operational expenses.

### **Accommodation Manager**

**Svenska Design Hotel (Kakinada, Andhra Pradesh) (Jan 2023 - Jul 2023)**

Successfully managed the accommodation department, ensuring smooth operations and high guest satisfaction from January 2023 to July 2023.

- Managed daily operations for the accommodation department, ensuring efficient workflow and adherence to high standards of cleanliness.
- Implemented comprehensive training programs for accommodation staff, resulting in enhanced service quality and improved team performance.
- Successfully optimized room inventory management strategies, significantly contributing to consistently high occupancy rates and maximized revenue potential.
- Managed front office operations, ensuring a seamless and positive guest experience from check-in to check-out.
- Successfully coordinated and facilitated high-profile boardroom meetings for corporate clients, ensuring a professional and comfortable experience.
- Demonstrated exceptional event management skills by orchestrating successful banquet functions, delivering exceptional service in all aspects of event execution.

#### **Achievements:**

Maintained consistently high occupancy rates through effective room inventory management.

### **Front Office Manager**

**Sarovar Portico, Somnath (Group of Sarovar Hotels & Resorts) (Dec 2021 - Nov 2022)**

Managed Front Office and Reservations, ensuring smooth operations, guest satisfaction, and revenue optimization from December 2021 to November 2022.

- Managed daily operations of the Front Office and Reservations departments, ensuring smooth workflow, guest satisfaction, and adherence to brand standards.
- Developed and implemented sales and marketing strategies to achieve targeted revenue goals, while maintaining a healthy business mix and optimizing Average Room Rate (ARR) and Revenue Per Available Room (RevPAR).
- Reviewed and analyzed guest feedback, responding to comments and concerns to maintain a positive brand image and drive continuous improvement in service quality.
- Successfully resolved guest complaints, exceeding expectations and ensuring high levels of guest satisfaction.
- Conducted interviews, hired, and onboarded new employees, providing ongoing training and development opportunities to enhance team performance and foster a positive work environment.
- Conducted performance evaluations for team members, providing constructive feedback, and implementing corrective action plans to improve individual and team performance.
- Maximized room revenue through effective yield management practices adjusting strategies based on market demand and business cycles.

#### **Achievements:**

Successfully maintained a balanced business mix while driving revenue growth and exceeding targets for Average Room Rate (ARR) and Revenue Per Available Room (RevPAR).

### **Head - Revenue & Online Distribution.**

**Vinnca Hotels & Resorts (Corporate Office Ahmedabad - Gujarat) (Mar 2020 - May 2021)**

As Head of Revenue and Online Distribution, responsible for driving revenue growth, optimizing online presence, and contributing to the overall financial success from March 2020 to May 2021.

- Led revenue management strategies, including forecasting revenue performance and collaborating with sales, reception, and general management to optimize revenue streams.
- Developed, implemented, and continuously monitored sales strategies, group pricing, and overall pricing strategies to maximize revenue generation and profitability.
- Successfully implemented a new Revenue Management System (RMS) and Reservation System, integrating them with the STAAH Channel Manager to optimize online distribution and revenue management capabilities.
- Collaborated with directors to continuously evaluate and refine existing pricing structures, ensuring alignment with market demands, competitor analysis, and revenue goals.
- Analyzed booking patterns, market trends, and competitor performance data to identify revenue opportunities and develop proactive strategies for maximizing occupancy and profitability.
- Initiated and implemented strategic promotions during key business periods to stimulate demand, increase bookings, and maximize revenue generation.
- Maintained a strong focus on safe and efficient hotel operations, contributing to a positive guest experience and a positive brand image.
- Served as a company representative in interactions with regulatory bodies, ensuring compliance with industry standards and regulations.

### **Operation Manager**

**Al Maha Regency Hotel Suites (Sharjah (UAE)) (Jan 2019 - Feb 2020)**

Responsible for overseeing all hotel operations, managing a diverse team, and ensuring a safe and efficient environment for guests and staff from January 2019 to February 2020.

- Oversaw and managed all aspects of hotel operations, ensuring efficiency, guest satisfaction, and adherence to brand standards.
- Managed labor resources effectively to optimize productivity, ensuring cost-effectiveness and seamless service delivery.
- Implemented and maintained stringent quality control measures across all hotel operations, ensuring consistent delivery of high-quality service and guest satisfaction.
- Successfully implemented and maintained safety and security protocols exceeding industry standards, creating a secure and comfortable environment for guests and staff.
- Enhanced existing operational procedures and systems, improving information flow, business processes, and management reporting for increased efficiency and data-driven decision-making.

- Actively sought opportunities to expand and enhance existing systems, leveraging technology and innovation to streamline operations and improve the overall guest experience.
- Conducted interviews, recruited, and hired qualified candidates for various hotel positions, effectively building and managing a talented and diverse team.
- Developed and implemented comprehensive training programs for all new and existing employees, enhancing their skills, knowledge, and overall job performance.
- Planned, assigned, and directed work tasks strategically, effectively managing team workload and optimizing productivity.
- Conducted regular performance appraisals for all direct reports, providing constructive feedback for continuous improvement and professional development.
- Effectively addressed performance issues and implemented corrective action plans to maintain high service standards and enhance team efficiency.
- Fostered a positive and motivating work environment, fostering teamwork and collaboration among staff members to drive exceptional guest experiences.
- Collaborated effectively with the director to develop and manage the company's budget, ensuring efficient resource allocation and cost-control measures.

## **Front Office Manager cum Revenue Manager**

**Al Khoory Inn Hotel (Dubai (UAE))** *(Jan 2018 - Dec 2018)*

Managed Front Office, Reservations, and Revenue Management operations for a 69-room inventory, ensuring guest satisfaction, maximizing revenue, and optimizing online distribution from January 2018 to December 2018.

- Managed daily operations for Front Office and Reservations, ensuring seamless guest experiences and efficient service delivery within a 69-room inventory.
- Developed and implemented revenue management strategies, including pricing and inventory control, to achieve targeted revenue goals and optimize Average Room Rate (ARR) and Revenue Per Available Room (RevPAR).
- Planned and executed room revenue yield management strategies tailored to varying business climates and market demands to maximize profitability.
- Managed and optimized online revenue channels, ensuring rate parity, inventory accuracy, and maximized online visibility to drive direct bookings.
- Coordinated and supervised all staff-related activities, including recruitment, hiring, training, scheduling, performance evaluations, and professional development planning.
- Successfully fostered a positive, collaborative, and high-performing work environment, promoting teamwork and delivering exceptional guest experiences.
- Proactively addressed guest inquiries, concerns, and complaints, ensuring prompt resolution and exceeding guest expectations in all interactions.
- Utilized guest feedback, including comment cards and online reviews, to identify areas for improvement and implement service enhancements to enhance guest satisfaction.
- Analyzed hotel performance metrics, including distribution channel effectiveness, market trends, and competitor analysis, to inform revenue management strategies and optimize revenue generation.
- Conducted regular market research and competitor analysis to maintain a competitive advantage, identify emerging trends, and adapt revenue strategies accordingly.

### **Achievements:**

Achieved targeted revenue goals by successfully implementing revenue management strategies and optimizing pricing and inventory control.

## **Assistant Front Office Manager(Department Head)**

**Flora Grand Hotel (Dubai (UAE))** *(Mar 2012 - Dec 2017)*

As Assistant Front Office Manager, responsible for overseeing the front office team, managing daily operations, ensuring guest satisfaction, and achieving departmental goals from March 2012 to December 2017.

- Supervised and managed all front office staff, providing guidance, support, and training to ensure high-quality service delivery and guest satisfaction.
- Managed day-to-day operations of the front office department, ensuring smooth workflow, adherence to brand standards, and efficient resolution of guest inquiries.
- Demonstrated a comprehensive understanding of all front office positions, effectively covering duties and responsibilities in the absence of team members to maintain seamless operations.
- Successfully achieved and exceeded key performance indicators, including performance goals, budget targets, and team objectives, contributing to the overall success of the hotel.
- Maintained a laser focus on critical operational aspects that directly impacted guest satisfaction and financial results, driving continuous improvement initiatives.
- Communicated clear and consistent messaging regarding front office goals to the team, fostering a shared understanding of priorities and driving desired outcomes.
- Ensured strict compliance with all front office policies, standards, and procedures, maintaining a high level of professionalism and adherence to brand guidelines.
- Administered all property policies fairly and consistently, ensuring disciplinary procedures and documentation were conducted according to established Standard Operating Procedures.
- Improved service quality by effectively communicating with staff, understanding guest needs, and providing guidance, feedback, and individual coaching to enhance performance.
- Reviewed guest feedback, including comment cards and satisfaction surveys, to identify areas of improvement and implement strategies to enhance the overall guest experience.
- Identified the developmental needs of team members, providing coaching, mentorship, and support to help them enhance their skills, knowledge, and career progression.
- Administered the performance appraisal process for all direct reports, providing constructive feedback and identifying areas for growth and development.

### **Achievements:**

Consistently achieved and exceeded performance goals, budget targets, and team objectives, contributing to the overall success of the front office department.

## **Night Manager**

**Al Nawras Hotel Apartments (Dubai (UAE))** *(Mar 2010 - Feb 2012)*

Responsible for overseeing all aspects of hotel operations during the night shift, ensuring guest satisfaction, safety, and a smooth workflow from March 2010 to February 2012.

- Oversaw all hotel operations during the night shift, ensuring a seamless transition between day and night shifts and maintaining high standards of guest service.
- Managed guest inquiries, requests, and complaints with efficiency and professionalism, ensuring guest satisfaction and a positive brand experience.
- Supervised night staff, providing guidance and support to ensure smooth workflow and adherence to hotel policies and procedures.
- Maintained a secure and safe environment for guests and staff during the night shift, responding to any emergencies or security concerns promptly and effectively.
- Collaborated effectively with other departments to ensure smooth operations and seamless guest experiences.
- Prepared and reviewed daily reports, ensuring accuracy and completeness of guest information and financial transactions.

## Front Office Supervisor

**Al Bustan Centre & Residence (Dubai (UAE))** (Feb 2008 - Feb 2010)

Supervised front office operations, ensuring smooth workflow, guest satisfaction, and adherence to brand standards from February 2008 to February 2010.

- Supervised daily front office operations, ensuring efficient workflow, adherence to brand standards, and exceptional guest experiences.
- Assisted in managing and training front office staff, providing guidance and support to enhance service quality and guest satisfaction.
- Responded to guest inquiries, requests, and complaints promptly and professionally, striving to exceed expectations and create a positive brand impression.
- Assisted with guest check-in and check-out procedures, ensuring accuracy and efficiency in all transactions.
- Collaborated effectively with other hotel departments to ensure seamless guest experiences and address any guest needs or concerns.

## Front Office Assistant cum Front Office Cashier / Night Auditor

**Hallmark Hotel (Dubai (UAE))** (Dec 2004 - Dec 2007)

Responsible for providing front desk support, performing cashier duties, and conducting night audit procedures, ensuring smooth operations and accurate financial records from December 2004 to December 2007.

- Provided efficient and courteous service to guests at the front desk, handling check-in and check-out procedures, answering inquiries, and resolving guest requests or complaints.
- Performed cashier duties, processing payments, balancing cash drawers, and ensuring the accuracy of all financial transactions.
- Conducted night audit procedures, verifying and reconciling daily financial transactions, preparing reports, and ensuring the accuracy of financial records.

## EDUCATION

**B. Sc. (Bachelor Degree)** (1996 - 1996)

Amravati University

**M.Sc. (Master Degree)** (2004 - 2004)

Amravati University

## CERTIFICATIONS

- **Basic Fire Fighting Course of Fulfill the Requirements of UAE Civil Defense** (RUKN AL IBDA TRAINING - 2019)
- **Dubai Way 2 Certificate** (Dubai College of Tourism for Dubai Corporation of Tourism & Commerce Marketing (DTCM) - 2018)
- **Fire Safety Training (Basic Fire Safety)** (Al Salama Fire Safety Training L.L.C - 2016)
- **Training for Disability Assistance with Myth of Sign Language** (VALPAS - 2015)
- **Honors Diploma in Computer Network** (NIIT - 2000)

## ACHIEVEMENTS

- 80% increase in guest satisfaction scores achieved within the first year of tenure.
- Generated a 60% revenue increase through the successful launch and management of promotional events.

## SKILLS

**Core Competencies:** Operations Management, Guest Experience Management, Revenue & Financial Management, Team Leadership & Development, Communication & Problem Solving

**Soft Skills:** Communication, Leadership, Problem Solving, Guest Service, Teamwork, Motivation, Delegation, Adaptability, Negotiation, Time Management

## HOBBIES

Travel, Hospitality, Reading, Training

## LANGUAGES

English, Arabic, Urdu, Marathi, Hindi