

Deepak Kumar
Lucknow, UP 226016
| C: +918619320911 | deepakhar90@gmail.com



Summary

Acknowledged hospitality industry professional (**14+ year**) with extensive domain expertise across all functions of the industry experience spread over business hotels & leisure resorts. An extensive and multi skilled hospitality professional with industry experience, expertise in hotel management, front office operations, sales, reservations, online channel distributions, guest service operations. Proven background in improving operational turnaround. Recognize as an efficient manager and team player who generate significant growth in hotel revenue and effectively motivated personnel to provide superior guest service.

Key Skills Area

- | | | |
|--------------------------------|---------------------------------------|------------------------|
| ■ Operation Management | ■ Revenue Management | ■ Liaison with PSU'S |
| ■ Online channel distributions | ■ Strategic planning & implementation | ■ Process Improvements |
| ■ Training | ■ Inventory & cost containment | ■ Reservations |
| ■ MIS & Compliance | ■ Team building and motivation | ■ Sales & Marketing |

Synopsis

- To ensure that Room Division Operation is managed efficiently according to the established concept statements and adhere to company and hotel policies & standard operating procedures. To assist in the implementation of a flexible employee base, with the right mix of full Time and Part Time employees.
- To participate in the formulation of the annual Marketing Plan and implement with each work place manager and Sales & Marketing department effective sales and promotional activities to maximize revenues. To implement a consistent guest recognition programs and maintain a relevant guest database.
- To participate weekly Room Yield / Management meeting conducted together with Sales / Marketing. To continuously seek ways to assist the Rooms & FNB Management maximize their revenues and profits.
- To allocate employees over the Division based on established business levels for that day. To assign responsibilities to subordinates and to check their performance daily.
- To prepare revenue analysis reports to study the budget compliance, market vs. source mix, nationality proportions, occupancy trends, business mix & accurate forecasting in order to devise appropriate business plan & apply them in real time for assisting the General Manager in strategy planning for the entire hotel.
- To have a complete understanding of the Income Audit Section and adhere to set Policies & Procedures. To monitor all cost and recommend / institute measures to control them. To prepare monthly forecasts and schedule resources accordingly. To have a vigilant control over TA & other commissioning process.
- Key performance indicators include turnover, brand management, compliance to brand guidelines & standards, service standards, life safety standards, accounts receivables and growth of market share.

Highlights

- Successfully accomplished high profile events including **Vibrant & Pre-Vibrant, Lucknow Defense Expo, Renewable Energy Summit**, since 2017.
- Managed **VVIP Dignitaries & Industrialist** during events.
- Current **Trip Advisor Rank** improved to 2/257 from 11/238 in 2018,2020,2022
- Achieved remarkable **Online review** score of 96% & Highest Satisfaction guest VOC
- Part of team for achieved highest **Hotel Revenue of 15.52 cr.** In FY 2022-2023 since inception.
- Awarded as a **Best Front Office Manager of the year 2022-2023** at Fortune chain level competing 50 hotels. Have done lots of CSR activates for creating social awareness.
- Awarded a **Gold Star Employee** for achieving maximum Positive Guest Comments at The Claridges.
- Certified as **Train the Trainer**. (Per FPHL Curriculum) & **Revenue Champion in Revshaala**- Fortune Initiative
- Youngest Duty Manager for the year 2014-2015

Professional Employment History

Accommodation Manager ITC Hotels- Fortune Select SG Highway-Ahmedabad	Nov 2023 to Present
Accommodation Manager- Deputation ITC Hotels- Fortune Khajjiar-Himachal	July 2023 to Nov 2023
Front Office Manager ITC Hotels- Fortune Park BBD-Lucknow	Aug 2018 to Jul 2023
Assistant Front Office Manager Lebua Saraca State-Lucknow	Jul 2017 to Jul 2018
Duty Manager ITC Hotels- Fortune Bella casa-Jaipur	Jul 2015 to Sep 2016
Sr. E-comm Specialized Team Leader Starwood Hotels & Resorts- HQ	Aug 2013 to Jul 2015
The Claridges New Delhi & Atrium Faridabad Same hotel Chain	Jul 2010 to Jul 2013

Responsibilities;

- To ensure that Hotel Operation is managed efficiently according to the established concept statements and adhere to company and hotel policies & standard operating procedures and Minimum Standards.
- To assist in the implementation of a flexible employee base, with the right mix of full Time and Part Time employees.

- To participate in the formulation of the annual Marketing Plan and implement with each work place manager and Sales & Marketing department effective sales and promotional activities to maximize revenues.
- To implement a consistent guest recognition program and maintain a relevant guest database.
- To organize weekly Room Yield / Management meeting conducted together with Sales / Marketing. To continuously seek ways to assist the Rooms & F&B Management maximize their revenues and profits.
- To allocate employees over the Division based on established business levels for that day. To assign responsibilities to subordinates and to check their performance daily.
- To prepare revenue analysis reports to study the budget compliance, market vs. source mix, nationality proportions, occupancy trends, business mix & accurate forecasting in order to devise appropriate business plan & apply them in real time in strategy planning for the entire hotel.
- To have a complete understanding of the Income Audit Section and adhere to set Policies & Procedures. To monitor all cost and recommend / institute measures to control them. To prepare monthly forecasts and schedule resources accordingly. To have a vigilant control over TA & other commissioning process.
- Key performance indicators include turnover, brand management, compliance to brand guidelines & standards, service standards, life safety standards, accounts receivables and growth of market share.
- An effective decision maker and responsible for a matured approach with proven expertise to work accurately and quickly prioritize, coordinate & consolidate tasks
- To employee right people for the right position and groom the existing employee to the next level.
- To apply and control the cost in across the department to maximize gross operating profit.
- To arrange and make ARC for the all required regular material to certain the cost
- To arrange the AMC for all the equipment for smooth operation & life extension.
- To Inventory and control all Store, Linen & F&B Cutlery & Crockery.

Academic Qualification

- BSc in Hotel Management & Catering Technology Punjab Technical University- IAM Kolkata- 74%
- 10+2 All Subject CBSE- 69%
- 10th All Subject 75%

References

Mr. Anil Tripathi

Cluster General Manager
Fortune Landmark & Fortune
Select Ahmedabad
+919825311880

Mr. Siddharth Sharma

General Manager
Fortune Park Tirupati
+919701343007

Declaration: I hereby declare that details furnished above are true to the best of my knowledge

(Deepak Kumar)