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PROFESSIONAL ABSTRACTS

- A seasoned hospitality professional with **over 17 years of experience** in **Operations, Customer Service, and Team Management**, specializing in delivering exceptional guest experiences and optimizing operational efficiency within the hospitality sector.
- Currently serving as the **Associate Director of Rooms** at **Clarks Exotica Convention Resort & Spa, Bangalore**, where I lead the Rooms Division to ensure smooth operations, maximize guest satisfaction, and drive revenue growth.
- A strategic business leader with a strong focus on **driving growth initiatives**, consistently achieving performance targets, and contributing to the development and execution of key organizational strategies.
- Proven expertise in **Guest Hospitality**, with a focus on regularly reviewing and analyzing guest satisfaction scores to implement targeted service improvements and exceed guest expectations.
- Extensive experience in **standardizing Standard Operating Procedures (SOPs)**, establishing **Service Standards**, and implementing **standardized Satisfaction (Delight) Surveys** in line with group benchmarks to ensure consistency and excellence in service delivery.
- Highly skilled in identifying service gaps through **process audits**, leveraging data-driven insights to re-engineer workflows and optimize operational processes, resulting in improved efficiency, reduced errors, and enhanced service quality.

AREAS OF EXPERTISE & EXPOSURE

Operations Management

- Managed the optimal allocation and utilization of budgeted funds to enhance guest satisfaction by ensuring a high-quality work environment and maintaining essential amenities across hotel premises.
- Led the preparation and administration of annual budgets, focusing on cost-effective strategies, adherence to savings targets, and conducting cost-value analysis to maximize operational efficiency.
- Developed and implemented Standard Operating Procedures (SOPs) in alignment with industry best practices to ensure service excellence and consistency across all hotel departments.
- Collaborated with various departments (front office, housekeeping, food & beverage, maintenance) to streamline operations and ensure smooth daily service delivery, while preparing operational reports for management review.

General Administration

- Supervised the enforcement of organizational policies and SOPs across the hotel to ensure compliance with regulatory standards and service quality expectations.
- Played a key role in the development, implementation, and ongoing monitoring of administrative procedures, ensuring they aligned with both operational needs and guest service goals.
- Regularly reviewed vendor contracts, negotiated rates, and managed Annual Maintenance Contracts (AMCs) for hotel equipment and services, optimizing operational costs.
- Acted as the primary liaison with local government authorities and regulatory bodies to ensure compliance with all legal and safety requirements within the hospitality sector.

Team Management

- Led large, diverse teams across departments (Housekeeping, Front Office, Guest experience etc.), establishing clear roles and responsibilities to optimize performance and guest experience.
- Developed and implemented training programs aimed at building employee skills, fostering a culture of excellence, and improving guest service delivery.
- Motivated and guided staff to maintain high morale, ensuring the team was equipped to deliver exceptional service and resolve guest issues promptly

ACHIEVEMENTS AND PROFESSIONAL SUBSCRIPTIONS

- Got awarded as Best Department of the year 2022-23 & 2015-2016
- Awarded as Best HOD of the year for 2017-18

- Awarded as Best HOD in the 2nd Quarter for the year 2024-25
- Awarded as Best HOD for 4th Quarter in 2017-18 & 14-15
- Promoted as Asst. Front Desk Manager within one year from the date of joining the team.
- Awarded Executive of the Year 2011 & Executive of the quarter at Marriott Ahmedabad
- Awarded Best Employee of the month of the March for 2010 at Marriott Gurgaon.
- Member of Linked in professional networks

ORGANIZATIONAL EXPERIENCE

Apr. 18 till Date Clarks Exotica Resort & Spa Bangalore Associate Director- Rooms

Role & Contributions:

- Lead and manage the Rooms Division, overseeing front office, housekeeping, and guest services operations.
- Develop and implement operational standards and strategies to ensure optimal guest satisfaction and service delivery.
- Collaborate with sales and revenue teams to optimize room occupancy and rates, driving profitability.
- Monitor and control operational budgets, achieving cost savings while maintaining service excellence.
- Conduct performance reviews, training, and mentoring to ensure a motivated and effective team.
- Prepare operational reports and analyse performance metrics to identify trends and improvement opportunities.

Nov. 13 - Apr.18 Clarks Exotica Resort & Spa Bangalore Front Office Manager

Role & Contributions:

- **Standardization of SOPs and Service Standards:** Successfully standardized Standard Operating Procedures (SOPs) for all operational staff, ensuring consistency in service delivery across departments. Developed and implemented service standards, as well as standardized satisfaction (delight) surveys, in line with group-wide expectations.
- **Implementation of Measurable Metrics:** Effectively implemented key performance indicators (KPIs) and measurable metrics based on group best practices, enhancing operational efficiency and service delivery across all areas.
- **Development of Operating Manuals:** Led the development and successful completion of comprehensive operating manuals for Front Office service standards, contributing to better training and consistency in guest service.
- **Improvement in Guest Satisfaction:** Achieved an 8% increase in both internal and external guest satisfaction scores by enhancing service processes and focusing on personalized guest experiences.
- **Leadership in Front Office Operations:** Stepped in as the acting Head of Department (HOD) for Front Office in the absence of the HOD, effectively managing operations and resolving issues. Gained recognition as a trusted problem-solver and a democratic manager who fosters team collaboration.
- **Process Optimization and Efficiency:** Reinforced the introduction of checks and balances to streamline operational processes and identify and eliminate operational bottlenecks, improving the overall guest experience.
- **Team Building and Employee Morale:** Initiated and led team-building activities to revitalize employee morale and enhance the overall spirit of teamwork, driving operational excellence and employee engagement.

June. 13–Nov.13 Fairfield by Marriott Bangalore Front Desk Manager

- Played a major role in starting and implementing audit program for upkeep and maintenance of the property with a structured preventive schedule.
- Involved in various operational activities to reduce the *overall cost*.
- Instrumental in conceiving and implementing the new initiatives in the Hotel.
- Handled the *major revenue earning department* of the property which contributes to 48% of the total revenue
- Received the verbal appreciations for achieving optimum occupancy
- To identify deliverable gaps and bridge them with possible solutions.
- Develop & Monitor the process for efficient and cost effective results.
- **Assistant Front Desk Manager**, Courtyard by Marriott Ahmedabad (Dec 2011 – Jun 2013)
- **Front Office Executive**, Courtyard by Marriott Ahmedabad (Dec 2010 – Dec 2011)
- **Lead Guest Service Associate**, Courtyard by Marriott Gurgaon (Oct 2009 – Dec 2010)
- **Front Desk Agent**, Hilton Garden Inn Saket, New Delhi (Jul 2009 – Dec 2009)
- **Front Desk Officer**, The Grand Hyatt, New Delhi (Jan 2009 – Jul 2009)
- **Front Desk Agent**, The Westin Sohna Gurgaon (Dec 2006 – Jan 2009)
- **Industrial Trainee**, Rajputana Palace Sheraton Jaipur (Oct 2005 – Mar 2006)

ACADEMIC CREDENTIALS

Three Years Degree in Hotel Management from DES Institute of Hotel Management from Durgapur in Oct. 2006.

PERSONAL DETAILS

Date of Birth: 17th August 1983

Languages Known: English, Hindi

Marital Status: Married