



ASHISH GODIYAL

General Manager

+91-8077819364, 9639824595 @ godiyal1983@yahoo.co.in

Naithani Colony, Badowala, Arcadia Grant, Dehradun-248007

EDUCATION

Diploma in Hotel/Hospitality Management

Doon Institute of Hotel Management

04/2001 - 12/2002

Paonta, H.P

Senior Secondary

CBSE BOARD DEHRADUN

04/2000 - 03/2001

Higher Secondary

CBSE BOARD DEHRADUN

04/1998 - 03/1999

KEY ACHIEVEMENTS

Pre-opening and L&D

First assignment as a GM, managed pre-opening phase, trained a team of utterly fresh members and run the operations successfully for 4 years with maintaining high guest satisfaction and high GOP percentage of 55%.

Operational Excellence

Successfully added and promoted 3 cottages to the inventory and run operations of boutique resort, Rokeby Manor maintaining high guest satisfaction, increased ARR by 25% and repeat business volume by 60% in a year as a Resident Manager

Revenue Management & Profitability

Increased ARR by 65%, achieved revenue targets every year and registered record sales and GOP figures as a DGM Revenue at Rokeby Manor

Team & Guest Management

Reunited a scattered team, trained them, used the key team members strengths to enhance the services & property upkeepment and brought back the high guest satisfaction level as well as high property ranking on social media platforms as a Cluster GM at Himalayan Hotels pvt ltd

SUMMARY

I am a seasoned room division professional with over 22 years of diverse experience in operations, management, and administrative functions. My expertise lies in employee development, revenue generation, budgeting & forecasting, property upkeepment & maintenance, cost controlling, and guest relations. I thrive in high-performance environments, fostering teamwork through effective communication while maintaining operational excellence and guest satisfaction.

EXPERIENCE

Cluster General Manager

11/2022 - Present

Himalayan Hotels PVT. LTD. Rishikesh

Rishikesh

A group of boutique riverside resorts and hotels located in Rishikesh.

- Responsible for operational and commercial performance of the hotels as Cluster General Manager.
- Manage a team of Heads of Departments.
- Liaise with higher management to ensure smooth operations.
- Set consistent standards of service.
- Monitor quality assurance/audit and property maintenance.
- Forecast and manage operational budget.
- Implementing strategies to enhance guest experience.
- Manage staff trainings and wellbeing.
- Cooperate in pre-opening properties of the company.

Deputy General Manager

07/2021 - 10/2022

Hotel Rokeby Manor, Mussoorie

Mussoorie

A boutique hotel located in Landour Cantt, Mussoorie.

- Achieved overall hotel sales targets YOY for 2 consecutive years as Deputy General Manager.
- Registered record revenue and GOP figures.
- Increased ARR by 65%.
- Delivered excellent guest service experience.
- Managed staff trainings and organized wellbeing programmes regularly.
- Liaise with higher management to ensure smooth operations.

Executive Assistant Manager

04/2017 - 06/2021

Hotel Rokeby Manor, Mussoorie

Mussoorie

A unit of Mars Enterprises & Hospitality PVT. LTD.

- Managed sales and reservations, achieving targets consistently.
- Added and promoted a top class bakery.
- Managed a team of 120 members, handled L&D.
- Maintained high standards to achieve high guest satisfaction level
- Supported GM in day to day operations

Resident Manager

05/2015 - 03/2017

Hotel Rokeby Manor, Mussoorie

Mussoorie

A unit of Mars Enterprises pvt ltd

- Added and promoted 3 cottages to the inventory.
- Managed Rooms Division successfully.
- Maintained high standards and high guest satisfaction level.
- Supported GM in online revenue generation and making sales strategies.
- Achieved highest repeat business volume.

SKILLS

Quality Assurance · Strategic Planning ·
Revenue Management · L&D ·
Team Management · Guest Relation ·
Property Maintenance ·
Time Management ·
Financial Management ·
Attention to Details · Interpersonal Skills ·
Communication

COURSES


Diploma in Hotel/Hospitality
Management


Train the Trainer Workshop


Disaster Management Training

Fire Safety Training

STRENGTHS

 **Placid Nature**
It makes myself easily approachable for my team and guests, helps in listening and understanding management, team and guest's concerns properly and also helps in making decisions.

 **Proactiveness**
Make strategies based on understanding guest nature during pre-arrival calls/ mails to enhance guest experience, create and discuss financial plans in advance to implement during low occupancy period, implementation of revenue generation strategies in advance for low season, etc.

 **Attention to Details**
It helps to maintain standards and property upkeepment. Enhancing guest experience and profitability, etc.

EXPERIENCE

General Manager Pre-opening & Operations 01/2011 - 05/2015
[Boutique Resort, Te Aroha, Nainital](#) Dhanachuli, Nainital

Located in Dhanachuli, Nainital.

- Managed pre-opening and operations of a boutique resort successfully, achieving high ratings.
- Trained a fresh team and delivered an excellent guest service experience.
- Achieved revenue targets YOY and registered highest GOP percentage.
- Managed L&D myself and organized many CSR activities.
- Staff wellbeing is always a priority for me.

Front Office Manager 06/2010 - 12/2010
[Hotel Green Castle, Mussoorie](#) Mussoorie

Beautiful hotel with panoramic views of Mussoorie.

- Managed front office operations in a picturesque hotel.
- Ensured excellent guest satisfaction.

Assistant Manager Front Office 07/2009 - 05/2010
[Kanatal Resorts & Spa, Tehri](#) Kanatal

A scenic resort located in Garhwal hills.

- Assisted in front office operations at Kanatal Resorts & Spa.
- Worked at a resort with complete facilities.

Front Office Executive 07/2008 - 06/2009
[Kanatal Resorts & Spa, Tehri](#) Kanatal

- Gained experience as Front Office Executive in a resort.

Front Office Supervisor 02/2004 - 06/2008
[Hotel Mount View, Joshimath](#) Joshimath

Hotel with scenic views in a prominent pilgrimage area.

- Supervised front office operations in a hotel in Joshimath.

Front Office Assistant 07/2002 - 01/2004
[Surbee Resorts, Mussoorie](#) Mussoorie

A leading hotel known for its natural beauty.

- Assisted in front office operations at a leading resort.

LANGUAGES

English Proficient ●●●●● Hindi Native ●●●●●