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CAREER OBJECTIVE

Hotel Manager or Resident Manager at a medium-sized Resort focused on the MICE market

UNIQUE ATTRIBUTES / SKILLS AND COMPETENCE

- A tenacious and ‘can do’ attitude
- Strong ability for business development
- Skilled in human resource management, mentoring and training
- Skilled in budgeting and forecasting
- Comprehensive capabilities in cost control, profitability and asset maximisation
- Innovative approaches to theming, guest delight and service excellence

CAREER HISTORY

HOTEL MANAGER – RAMBHA PALACE BY HIDDEN INDIA, ODISHA

JULY 2024 – present

Rambha Palace is a 16-room property located on the banks of the Chilika Lake in Odisha, owned by the Royal Family of Khalikote, managed by Hidden India, a start-up that creates uber-luxury experiences with sustainability in our ethos. As a pre-opening Hotel Manager, I handled all the operational functions and a team of 72.

INDEPENDENT FREELANCE HOSPITALITY CONSULTANT

April 2021–June 2024

Freelance consultant specializing in S.O.P Development, Training and Mentorship, Recruitment across all levels, Operational Knowledge & Upskilling, Processes & Procedures Upgradation, Guest Delight, Menu Development, Operational Cost Optimisation & Profitability, Career Progression & Succession Planning.

L.V.P BANQUETS & CONVENTIONS BARODA GENERAL MANAGER

July 2017 – April 2021

Handled the Banquets operations out of the Maharaja of Baroda's residence, Lukshmi Villas Palace. Led the business to a revenue of 13.5 crores as against 8.5 crores pa on joining. With the Executive Chef, restructured the kitchen design and equipment to ensure Asset Optimisation & smooth operations, introduced new culinary concepts in the menu. Instrumental in re-establishing LVP's reputation as the finest venue for banqueting in Baroda and Gujarat, by having it nominated for the Gujarat State Hospitality Awards in 2019-2020. Handled multiple premium events for corporates like ABB, Sud-Chemie & RPG Enterprises, and HNI / celebrity clients like Irfan Pathan & Uday Mahurkar etc.

THE PARK HYDERABAD **Associate Director – Training** June 2015 – March 2017

Handled the training function for the hotel. Handled the initial recruitment and selection process for the company's Management Training Programme. Drove the roll-out of the Starwood Hotels – Park Hotels Loyalty Programme Alliance & training of the staff.

MOEVENPICK HOTEL BANGALORE **Manager – L&D** January 2015 – April 2015

THE LALIT HOTEL CHANDIGARH **Manager – L&D** May 2013 – August 2014

Handled the Pre-Opening training for the hotel staff. Assisted the Corporate L&D Head in aligning SOPs and training PPTs for all departments.

Handled the Training and HR Administration functions at The Lalit Grand Palace Srinagar, J&K, in the absence of both the respective HODs – instrumental in completion of pending salary and F&F processing, as well as recruitment of staff for the property upto Asst. HOD levels .

ISTA HOTEL AHMEDABAD **Manager – L&D** February 2012 – April 2013

Handled the pre-opening training for the hotel.

TAJ VIEW (GATEWAY) HOTEL AGRA **Manager – L&D** January 2010 – February 2012

Improved the Guest Satisfaction scores from 38% overall to 59% during my tenure. Brought in increased level of guest engagement amongst the team and drove the corporate Guest Engagement Programme for the unit. Assisted the Corporate Head L&D – Gateway Hotels of the Taj in developing F&B specific and Cultural Awareness training PPTs in a simplified yet comprehensive format for the SBU.

VARIOUS ROLES – KITCHEN TAJ GROUP OF HOTELS June 2002 – December 2009

Began as a Commis 1 (Continental) from June 2002 – May 2003; was selected for the Taj Management Training Programme (Kitchen) from June 2003 – January 2005 as an internal candidate; was a Sr. CDP at The Taj West End Bangalore & Taj Gateway Bangalore from 2005-07 and 2007-09 – Continental and Oriental cuisines. Drove the major food-festivals at Gateway Bangalore and was responsible for increasing the F&B Satisfaction scores of the hotel from 56% to 82%.

EDUCATION

Bachelor of Hotel Management (BHM) – MANGALORE UNIVERSITY

Welcomgroup Graduate School of Hotel Administration, Manipal – Karnataka Class of 1998-2002

LANGUAGES KNOWN

English (fluent), Hindi (fluent), Gujarati (elementary), Urdu (fluent), Kannada (elementary)

REFERENCES – On Request

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