

Pammy Sheoran

New Delhi, India

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Professional Summary

Seasoned Hotel Operations Executive with over 15 years of experience in managing luxury hotel operations, consistently enhancing guest experiences, and driving revenue growth. Adept at strategic planning, financial optimization, and team leadership. Proven success in implementing efficient processes, spearheading rebranding initiatives, and maintaining top-tier service standards across multiple high-profile properties.

Core Competencies

Management:	Team Leadership	People Development	Vendor Management
Operations:	Financial Analysis	Process Improvements	Beverage Management
Strategic Planning:	Rebranding & Pre-Opening Specialist	Business Development	Revenue Growth Strategies

Professional Experience

Director of Operations

Hyatt Centric Kathmandu | Apr 2024 – Present

- Led the successful rebranding to Hyatt Centric.
- Spearheaded the development of a high-energy sky bar.

Director of Food & Beverage

Four Points by Sheraton, Delhi | Feb 2023 – Apr 2024

- Revitalized F&B operations, leading to a 10% growth in departmental profitability.
- Managed multiple large-scale events, boosting the hotel's reputation and client base.

Food and Beverage Manager

Novotel Jodhpur | Sep 2022 – Feb 2023

- Directed pre-opening activities, establishing 4 F&B venues and 2 ballrooms.
- Delivered a 12% cost-saving through optimized vendor management and procurement processes.

Food and Beverage Manager

Radisson, Madhya Pradesh | Jul 2021 – Sep 2022

- Managed pre-opening operations of the 100th Radisson in India
- Led the team to set up 4 F&B venues.
- Achieved a 95% guest satisfaction score, the highest among regional properties.

Assistant Food & Beverage Manager

Marriott Kathmandu | Jan 2019 – Feb 2020

- Oversaw 7 F&B venues and 20,000 sq. ft. event space.
- Contributed to a 30% revenue growth in the first year.
- Implemented cost-control strategies, reducing F&B costs by 15%.

Outlets Manager

Hyatt Regency Gurgaon | Jun 2018 – Dec 2018

- Managed Kitchen District (200 Pax ADD) and The Long Bar, achieving a 98% customer satisfaction rate.
- Supervised events in a 40,000 sq. ft. space.

Banquet Manager / Restaurant Manager / Assistant IRD Manager / Food & Beverage Executive

The Westin Gurgaon | Jun 2010 – Feb 2018

- Played a key role in the pre-opening and operational success of multiple F&B outlets, including a 250-pax café and a 110-pax Italian restaurant.
- Implemented guest-centric service strategies that improved repeat business by 15%.

Food and Beverage Assistant

Le Meridien, New Delhi | May 2009 – Jun 2010

- Assisted in the operation of The One Café, catering to a 120-pax capacity, with responsibilities across room service for 358 rooms.

Education

Degree in Hotel Management and Catering Technology

Institute of Hotel Management, Bhopal | 2009

Training & Certifications

- Six-Month Basics of Windows and MS Office Course
- Industrial Training at ITC Maurya, The Luxury Collection, New Delhi

Awards & Achievements

- Radisson Bhopal: Top 3 position held for GSS, 2021
- Nepal Hotel Industry Leadership Awards 2019: Best Bar / Best Event Venue
- Big F Awards 2017 & 2015: Popular Choice Award
- Hospitality Italiano Prego 2016: Best Italian Restaurant
- Starwood RVP Award for Asia Pacific Region 2014: Care for Associate Category
- TripAdvisor Certificate of Excellence: 2014

Personal Details

Marital Status: Married to Sarita Sheoran, blessed with a son and a daughter.

References

Available upon request.