

Nitin Gupta

B-104, Sai Park Apartments
Sector-87, Faridabad-121002(HR)
Mobile: +91 9811649347
Email: nitmhm@gmail.com



Career Objective

To find a stimulating and challenging role in hospitality and public relations where I can use my excellent interpersonal, management and leadership skills to make a positive contribution and confidently lead a team.

Work Experience

June 1, 2023 – Till date Thimphu, Bhutan,
Director of Operations with Marriott International at Le Meridien.

Responsibilities:

- Managing daily operations at the hotel (Property leader)
- Ownership management
- Budgeting and forecasting
- Finance acumen – GOP, NOP, Cost control, RevPar
- Revenue goals – REVPAR, F&B Revenue and guest satisfaction.
- Balance score card of the hotel
- Monitoring loyalty via guest voice, TripAdvisor, Google Review
- Coordination with ownership and area office to ensure the smooth operations.
- OPEX & CAPEX, FIAT, A&L, MI-66
- F-90 discussion with ownership and execution.
- Implementing SOPs & LSOPs as per the local law.
- Ensuring the GFSA food safety compliances & service quality.
- Ensuring the sustainability matrix at the hotel.

Achievement: First Marriott hotel in the region to host honorable Prime Minister Sh. Narendra Modi.

January 25, 2021 – May 31, 2023 Thimphu, Bhutan,
Director of Sales with Marriott International at Le Meridien.

Responsibilities:

- Re-opened the hotel amid Covid-19 and successfully led the operations & GOPs
- Implementing the sales strategies and cascade it to the sales team to ensure profitable business.
- MAR RFP, One source, Marketing calendar, Weekly F&B updates, Goal settings, GFSA & self-audit.
- Executing marketing activities via social media, Radio and third party testimonials.
- Sales calls to source markets such as India, Thailand & Singapore.
- Coordination with NSO/ GSO for MICE business.

- Meeting vendors on monthly basis to track purchase and payments.
 - Routine sales call with the team in order to ensure the profitable conversions.
 - Implementing all Sops and Lsops as per brand standards.
 - Owners deck, executive summary, F-6, cash flow summary, MIP-66, BSC,
 - Departmental goal settings and balance score card spread.
-

April 1, 2015– March 31, 2020

New Delhi, India,

Associate Director of Sales, Crowne Plaza Today New Delhi Okhla an IHG hotel

Responsibilities:

- Planning of room & conference business targets for sales team.
- Planning of market driven forces such as **MARKET PENETRATOON INDEX (MPI), REVENUE GENERATED INDED (RGI) & AVERAGE RATE INDEX (ARI)**.
- Organizing the daily meetings with managers and assistant managers for daily revenue planning.
- Organizing the pre function meetings with operational departments and brief those detailed Requirements.
- Organizing trainings like HMM (Harvard Management Modules), IHG way of sales, Lead tracker & meeting broker etc.
- Negotiating pricing for rooms and conferences with corporate and individuals.
- Credit control and regular payment follow up for outstanding payments & manage them on time.
- Conversion of MICE leads generated by managers into confirm business.
- Directing and overseeing reservations, reception and concierge activities to ensure timely confirmations.
- Preparing expense sheets and alien it with budgets on monthly basis.
- Describing revenue targets among team and supervise them to achieve them on time.
- Meeting in house guests in order to take their feedbacks and resolution of their problems if any.
- Tracking of DSR, PERFORM, STR and Lead tracker reports. • Overlooking and coordinating with GAD and GAM for RFPs.

August 16, 2013 till 31st March 2015

New Delhi, India

Senior Sales Manager, In reach Hotels a unit of Lucky Star Estate Private Ltd.

Park Regis –Jaipur, Park Inn By Radisson New Delhi & Vikram Vintage Inn- Nainital.

Responsibilities:

- Planning of corporate business for all hotels and organizing available assets in systematic order to achieve revenues.
- Controlling of Central Reservation System (CRS) and reservation departments of all three hotels.
- Coordinating with unit general managers for smooth operations.
- Organizing off sites and leisure groups for corporate companies & arranging accommodation, meals, transportation, sightseeing.
- Organizing MICE events such as Meetings, conferences & big exhibitions in the banquets and conference halls.
- Making department budget and alien it with budget through revenue channels.
- Oversee team performance on regular basis and supervise them for better results.
- Liaising with local legal authorities to regulate the safety and security measures.
- Training and development for employee for effective results.

- Complete control on credit and bad debts & oversee account department on their continuous follow ups.
- In house meetings with guests and take their satisfactory feedbacks. Delivering a cost effective solution of their concerns.

July 05, 2011 till August 14, 2013

New Delhi, India

Assistant Sales Manager, Clarion Collection by Choice hotels

Responsibilities:

- Planning of prospective corporate company's room and conference business for the hotel.
- Keep a track of local projects in the city to target long stays for service apartment business.
- Organizing the prospective clients in order to their business volume and duration of stay.
- Keeping a track of reservations entered and confirmation sent.
- Organizing the conference and accommodation for FIT as well as groups.
- Providing local tourism information and arranging transportation for local sightseeing.
- Coordinating with food & beverage department in arranging meal plans for resident and non-resident guests.

December 28, 2009 till July 04, 2011

New Delhi, India

Assistant Sales Manager, In reach Hotels

Park Regis –Jaipur, Park inn By Radisson New Delhi & Vikram Vintage inn-Nainital

Responsibilities:

- Planning of generating room and conference revenue for all three hotels.
- Meeting the important guest regularly to maintain their feedbacks.
- Organizing the residential conference and leisure conference for corporate companies.
- Coordinating with front office for smooth check-ins and reservations for booking confirmations & timely replies.

January 2, 2006– January 31, 2008 Faridabad, India Sales Executive, Atrium Hotels & Conferencing, A Unit of The Claridges Hotels & Resorts

Responsibilities:

- Making cold calls and convert them into productive ones.
- Generating MICE and FIT business for the hotel.
- Making DSR on daily basis and discuss it with Sales Manager
- In house entertainments of residential guests

Technical Skills:

- MS office, OPERA, Salesforce.com, IDS, One source, WinHMS

Hobbies:

- Social Media, Learning Languages, Reading, Travelling,

Educational Qualifications

Serial No	Date	Examination/Degree	Board/University	Result
1	April 1,1996 to June 23,1997	Matriculation Examination	Haryana	First Division
2	April 1,1998 to May 30,2000	Senior Secondary	CBSE	Second Division
3	June 1 2000 to June15, 2003	Graduation Degree	Kurukshtera University	First Division
4	June 1, 2003 to July 21, 2005	Masters in Hotel Management	Kurukshtera University	First Division
5	July 1, 2004 to July 8, 2005	Certificate in German	Kurukshtera University	Second Division.

Personal Details:

- Date of Birth : October 17 ,1981
- Status : Married
- Nationality : Indian

(Nitin Gupta)