



## Karan Kampani

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"Leading Multi-Region and Multi-Segment Hospitality Operations | Scaling Diverse Brands | Culinary and QSR expansion | Tech-driven Efficiency | Sustainability and QA"

### Skills

- ◆ Strategic Leadership → Empathy
- ◆ Crisis Management → Resilience
- ◆ Talent Development → Interpersonal Skills
- ◆ Project Management → Time Management
- ◆ Revenue Management → Financial Planning
- ◆ Culinary and Catering → Creative
- ◆ Technology → Innovation
- ◆ Marketing and Sales → Networking
- ◆ Quality Control → Analytical Thinking

### Education

- ◆ Master's in Political Science and International Relations.  
Economics and Geography.  
University of Calcutta, India, (2004-2006).
- ◆ Master's in Business Administration.  
Marketing and Advertising Management,  
University of Calcutta, India, (2002-2004).
- ◆ BSc Hospitality Management.  
(Australian School of Tourism and Hotel Management), University of Sydney, Australia, (1996-2001).
- ◆ Bachelor in Accommodation.  
Real Estate Management.  
(Australian School of Tourism and Hotel Management), University of Sydney, Australia, (1996-1999).
- ◆ Bachelor in Food and Beverage.  
Chef Training and Culinary Arts.  
(Australian School of Tourism and Hotel Management), University of Sydney, Australia, (1997-2000).
- ◆ Bachelor of Economics (Honours).  
Mathematics.  
University of Calcutta, India, (1993-1996).

### Professional Certificates

- ◆ CHGM-Certified Hotel General Manager.
- ◆ CHA-Certified Hotel Administrator.
- ◆ CHT-Certified Hospitality Trainer.
- ◆ CHAM-Certified Hotel Asset Manager.
- ◆ CHRA-Certified Hospitality Revenue Analyst.
- ◆ Safe Stay Initiative for COVID 19.
- ◆ HACCP Advanced Level 5.

### Present Assignments

**Senior VP Operations and Group Hotel General Manager**  
BWH-Best Western Hotels and Resorts  
(Brands- BW, Premier, Plus, Aiden, Sure Stay)  
Thailand, Philippines and Vietnam)

Guest Rooms, Serviced Apartments and a Resort featuring luxurious villas,  
Comprising of Banquets, Restaurants, Spas, Gyms, Barber Saloons, Lobby/Retail Shops, a  
Travel agency, QSRs and an Exhibition cum Convention Center respectively.  
1200 Guest rooms  
Jan 2025-Present

### Current Summary-Earlier Assignments

**VP Operations and Group Hotel General Manager-Caribbean Islands**  
BWH-Best Western Hotels and Resorts  
(Brands- BW, Premier, Plus, Signature Collection, World Hotels Luxury, Sure Stay)  
(Barbados, Belize, Bermuda, Dominican Republic, Haiti, Trinidad and Tobago)

Guest Rooms, Serviced Apartments and a Resort featuring luxurious villas,  
Comprising of Banquets, Restaurants, Spas, Gyms, Barber Saloons, Lobby/Retail Shops, a  
Travel agency, Caribe QSRs and an Exhibition cum Convention Center respectively.  
1000 Guest rooms  
May 2022-Dec 2024

**Group Hotel General Manager and Group Director of Operations**  
BWH-Premier and Plus- Haiti and Dominican Republic, Caribbean Islands  
600 Guest Rooms  
May 2017-May 2022

**Hotel General Manager**  
Welcome Group of Hotels and Resorts, GmbH, UAE  
208 Guest Rooms  
April 2015-April 2017

**Hotel Resident Manager**  
Chelsea Group of Hotels and Hotel Apartments, UAE  
338 Apartments  
March 2010-April 2015

**Director of Rooms**  
Royal Zanzibar Beach Resort, Tanzania / Kenya  
374 Guest Villas  
March 2009-Feb 2010

**Rooms Division Manager**  
Bristol Hotel, India  
393 Guest rooms  
Oct 2008-Feb 2009

**Front Office Manager**  
Golden Park Group of Hotels and Resorts, India  
298 Guest rooms  
March 2006-Sept 2008

**Assistant Front Office Manager**  
Grand Hyatt, India  
390 Guest rooms  
Feb.2005-March 2006

## Achievements and Contributions

### 1. Leadership & Excellence in Guest Services

- Best Manager – Guest Services Award – Recognized for redefining guest engagement strategies, elevating service standards, and ensuring seamless guest experiences across multiple hotel brands.
- Guest Satisfaction & Service Excellence Award – Awarded for implementing a comprehensive guest experience framework, integrating guest feedback analytics to drive continuous service enhancements.
- Best Guest Appreciation Letter (On Behalf of Management) – Honoured for receiving the highest number of positive guest testimonials, reflecting superior service leadership.
- TripAdvisor Excellence Award – Achieved for consistently ranking among the top hospitality brands based on guest reviews and service excellence.
- Booking.com Guest Service Award – Recognized for delivering world-class customer service, achieving high guest satisfaction ratings and positive traveller feedback.

### 2. Operational & Revenue Excellence

- Best Department in Revenue Generation (Front Office Division) – Acknowledged for implementing advanced revenue management strategies, optimizing pricing models, and increasing profitability.
- Best Guest Feedback & Service Excellence Award – Recognized for leading customer-driven innovations, integrating AI-powered concierge services, and leveraging data analytics for personalized guest experiences.
- Strategic Operations & Optimization Excellence Award – Honoured for developing cutting-edge operating procedures that streamlined housekeeping, vendor management, and outsourcing efficiency, resulting in cost savings and service improvement.
- Pioneer in Hospitality Innovation Award – Awarded for successfully introducing smart hotel solutions, including self-check-in kiosks, mobile key technology, and AI-driven guest service platforms to enhance operational efficiency.

### 3. Hospitality Training & Industry Development

- Train the Trainer – Hospitality (Rooms Division) Award – Recognized for establishing an advanced training curriculum, equipping hospitality teams with expertise in guest services, crisis management, and operational efficiency.
- IATA Service Excellence Certificate – Received for developing strong travel industry partnerships, enhancing travel agent relationships, and boosting global bookings.
- Award for Developing Hospitality Facilities – Honoured for spearheading the launch and profitable operation of high-end dining, wellness, and leisure facilities, including an all-day dining restaurant, a specialty restaurant, and a spa and sauna facility.

## Senior Duty Manager

Taj Bengal, India

235 Guest rooms

Oct.2004-Feb 2005

## Senior Duty Manager

Hyatt Regency, India

233 Guest rooms

March 2004-Sept.2004

Sr.Duty Manager

InterContinental Hotels and Resorts, India

237 Guest rooms

Feb.2003-Feb.2004

## Restaurant cum Club Manager-500 Cover Restaurant, 500 Cover Bar

London Pub, Golden Park Group of Hotels and Resorts, India

Sept.2002-Jan.2003

## Executive Sous Chef-Continental and Indian- Criterion Café Restaurant and Bar- 500 Covers

Criterion Group of Hotels and Resorts, Australia

July 1996-Aug.2002

## Projects- (Constructions, Pre-Openings, Renovations, Refurbishments) Travel Agency, Rentals, Spas, Saunas, Gyms

Best Western Hotels – Property Improvement Plan (PIP), 600 Rooms.

Duration: 2018-2021, Caribbean Islands.

Project Cost: \$40M.

Scope: Guestroom refurbishments, MEP (Mechanical, Electrical, Plumbing) upgrades, FF&E replacement.

Outcome: Enhanced RevPAR by 12%, increased ADR by 10%, and improved guest satisfaction (GSS) scores by 15%.

Best Western Hotels – COVID-19 Makeshift Arrangements.

Duration: 2020-2022, Caribbean Islands.

Project Cost: \$8M.

Scope: Temporary medical lodging setups, sanitation stations, and operational redesign for quarantine requirements.

Outcome: 78% occupancy retention, secured government contracts generating \$15M+ in revenue.

Best Western Hotels – PIP, 300 Rooms.

Duration: 2017-2019, 2022-2024, Caribbean Islands.

Project Cost: \$25M (Phase 1), \$28M (Phase 2).

Scope: Major structural refurbishments, in-room technology enhancements, and energy-efficient upgrades.

Outcome: 15% reduction in operational costs, 20% increase in direct bookings.

Best Western Hotels – Spa & Gym Development.

Duration: 2018-2019, Caribbean Islands.

Project Cost: \$5M.

Scope: Development of wellness centres, fitness facilities, and branded spa partnerships.

Outcome: Increased non-room revenue by 18%, enhanced guest retention and length of stay.

Best Western Hotels – Travel & Car Rentals (B2B & B2C Setup).

Duration: 2017-2018, Caribbean Islands.

Project Cost: \$3M.

Scope: Established direct B2C travel bookings, corporate rental tie-ups, and digital marketplace integration.

Outcome: 25% growth in ancillary revenue, improved guest transportation experience.

Welcome Hotels & Resorts (WHR) – Pre-Opening & PIP, 208 Rooms.

Duration: 2015-2016, Dubai.

Project Cost: \$22M.

Scope: Full-scale hotel development, pre-opening marketing, and operational launch.

Outcome: Achieved 72% occupancy within the first six months, \$28M annualized revenue.

Chelsea Group Hotels & Apartments– Pre-Opening & PIP, 169 Rooms.

Duration: 2013-2014, Dubai.

Project Cost: \$18M.

Scope: Turnkey project management, interior design revamp, and brand repositioning. Outcome: Increased ARR by 16%, 82% GSS improvement post-renovation.

#### 4. Health, Safety & Environmental Excellence

- HACCP Certification for Health & Hygiene Standards – Recognized for innovative food safety protocols, reducing health risks and optimizing kitchen operations for maximum compliance.
- Dubai Civil Defence Firefighting & Safety Training Award – Awarded for leading fire safety preparedness programs, ensuring compliance with international safety regulations.
- EHS (Environmental Health & Safety) Compliance Award – Dubai – Honoured for successfully implementing advanced air filtration systems and sustainability-driven safety protocols in managing a Shisha Bar & Grill restaurant.
- Sustainable Hospitality Leadership Award – Recognized for pioneering eco-friendly initiatives, including energy-efficient hotel operations, sustainable waste management, and green building certifications.

#### 5. Development & Branding

- Centre for Facilitation & Investments, Dubai, UAE, Port-au-Prince, Haiti, Port of Spain, Trinidad and Tobago – Award for Hospitality Contributions – Honoured for playing a key role in revitalizing the hospitality sector in Haiti, introducing modern service standards, and enhancing tourism investments.
- Excellence in Hotel Concept Development & Branding – Recognized for revolutionizing hotel branding strategies, repositioning properties for global competitiveness, and implementing trend-driven guest experiences.

#### Expansion and Sustainability

- Solar Panels & Energy Efficiency Programs (2017–2024, Caribbean).  
Investment: \$10M.  
Outcome: Reduced utility costs by 22%, decreased carbon footprint by 35%.
- Hotel Property & Centralized Technology Management Systems (2018–2024).  
Caribbean Islands.  
Investment: \$6M.  
Outcome: Integrated cloud-based PMS & CRS, optimized revenue management strategies
- Water Conservation & Sewage System Upgrades (2020–2024, Caribbean Islands).  
Investment: \$3.5M.  
Outcome: 18% reduction in water consumption, implemented greywater recycling
- Plastic Waste Management & Recycling Programs (2018–2024, Caribbean Islands).  
Investment: \$2M.  
Outcome: Diverted 1,200+ tons of plastic waste annually, earned local sustainability certifications.
- QA Procedures & Project Review Implementation (Six Sigma, Lean, 5S, VSM, DMAIC, SPC, DOE) (UAE-2014-2017), Caribbean Islands (2020-2024), ongoing SEA).  
Investment: \$1.5M.  
Outcome: Standardized operational excellence framework, enhanced efficiency metrics by 28%.

#### **Projects- Food and Beverage-Restaurants and Bars, Convention Center**

Best Western Hotels – MICE Operations, Outdoor Catering, & Post-Event Evaluations  
Duration: 2017-2024, Caribbean Islands.

Annual Revenue: \$12M+.

Scope: Launched regional MICE (Meetings, Incentives, Conferences, and Exhibitions) strategies, expanded catering operations.

Outcome: Increased banquet occupancy by 30%, secured multi-year corporate event contracts.

Best Western Hotels – Indian & Caribe Flavors (500-Cover Dining)

Duration: 2018, Caribbean Islands.

Project Cost: \$4M.

Revenue Growth: 22% YoY increase in F&B revenue.

Best Western Hotels – Multicuisine/Continental All-Day Dining (500-Cover).

Duration: 2018-2019, Caribbean Islands

Project Cost: \$3.5M.

Revenue Growth: 19% increase in in-house dining, improved brand positioning in local markets.

Best Western Hotels – Hookah Bar & Grill (500-Cover).

Duration: 2017-2018, Caribbean Islands.

Project Cost: \$2.5M.

Outcome: Increased late-night F&B sales by 35%, expanded guest demographic reach.

Chelsea Group of Hotels and Apartments – Shisha Lounge (600-Cover).

Duration: 2012–2013, Dubai.

Project Cost: \$3M.

Revenue Growth: 27% increase in lounge revenue, boosted evening occupancy rates.

RZBR – Teriyaki Seafood (700-Cover Specialty Dining).

Duration: 2009, Zanzibar, Tanzania.

Project Cost: \$5M.

Outcome: Created flagship dining brand, generated \$7M annual revenue.

Convention Center Development (Trinidad & Tobago), Caribbean Islands.

Project Cost: \$50M.

Duration: 2021-2022.

Scope: Designed and developed a 30,000 square feet, event space, integrating high-tech AV systems, flexible event layouts, and strategic partnerships.

Outcome: Achieved 30% MICE revenue growth, positioning the venue as a premier regional events hub.

QSR & F&B Expansion Dubai and Caribbean Islands.

Project Cost: \$40M.

Duration: 2012-2014, 2018-2019 and 2022-2023.

Scope: Opened 10+ QSR outlets and fine-dining concepts, focusing on brand differentiation and service excellence.

Outcome: Achieved 40%+ revenue growth, industry recognition, and improved brand loyalty.

Spa & Wellness Concept Development (Bermuda & Barbados), Caribbean Islands.

Project Cost: \$30M.

Duration: 2018-2019 and 2022-2023.

Scope: Developed high-end spa and wellness centres across two destinations, integrating wellness tourism trends.

Outcome: Increased ancillary revenue by 35%, boosted brand appeal, and secured repeat clientele.

Travel Agency & Retail Expansion (Haiti and Trinidad and Tobago), Caribbean Islands.

Project Cost: \$20M.

Duration: 2018-2020 and 2022-2024.

Scope: Expanded travel agency services and diversified retail operations, leveraging cross-selling opportunities.

Outcome: Strengthened revenue streams and improved profitability through enhanced service offering.