



# KISHOR VASUDEV MALANI



## CONTACT

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- Rajkot, India 360005

## EDUCATION

01/2002

### **B.com, Advance Accounts**

Commerce & Law College

Junagadh

01/2001

### **Diploma in Information System Management**

Aptech Computer Centre

Junagadh

01/1998

### **HSC**

Swami Vivekanand Vidhyalaya

Junagadh

01/1996

### **SSC**

New Best English School

Junagadh

## SUMMARY

Motivated professional with solid background enhancing operational efficiency and team performance. Responsive to changing business demands with adaptable, strategic approaches. Performance-driven and industrious attitude with innovative mentality focused on driving company success.

## SKILLS

- Interpersonal and communication
- Leadership & People Management
- Analytical & Client Management skills
- Self-motivated & focused to achieve the end goals
- Ability to meet acute deadlines
- Service Delivery
- Responsible for profitability of the organization, customer Service and team development
- Giving Inputs towards business strategy in line with mission of the organization
- Monitor team performance on a regular basis and take corrective action when required
- Ensure good people practices, enthusiasm and motivation within the unit
- Career development and show the road-map to each individual in the Domain
- Maintains harmony among team members and resolves grievances that are escalated; performs or assists subordinates in performing duties; adjusts errors and complaints
- Coach & mentor the down lines so that they are able to manage their teams better
- Develop leadership skills amongst team so that they are able to take on larger responsibility

## LANGUAGES

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**Sindhi:** First Language

**Gujarati:**



**Hindi:**



**English:**



## LINKEDIN

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- <https://www.linkedin.com/in/kishor-vasudev-malani-61765611/>

- Identifying area for growth and development of team
- Leading and motivating the team in a challenging environment
- Streamline reports, reporting mechanism and create templates to fill gaps in reporting practices
- Providing clear Leadership to ensure team and individual performance against objectives are met
- Building Professional relationships with internal & external customers
- Organize team meetings for the purpose of information sharing and performance review
- Coordinate the Reward & Recognition programs for the team & have the desired impact on employee motivation
- Identify the skill gaps & highlight the same for action
- Managing multi-client relationship as a SOP
- Ensure constant interaction of the team with clients to find out the issues and take corrective actions
- Maintain relations with the clients and ensure that their expectations are met
  - Web Technologies
  - PowerPoint Presentations
  - Microsoft Excel

## EXPERIENCE

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**General Manager**  
**RPJ Hotel | Rajkot**

02/2025 - Current

**Operations Management:** Overseeing day-to-day operations to ensure smooth functioning of the hotel, including front desk, housekeeping, food and beverage, and maintenance departments.

**Staff Supervision:** Managing and supervising staff, including hiring, training, scheduling, and evaluating employee performance.

**Customer Service:** Ensuring high levels of customer satisfaction by addressing guest concerns, resolving issues, and maintaining a welcoming atmosphere.

**Financial Management:** Assisting in budgeting, forecasting, and financial planning, as well as monitoring expenses and revenue to maximize profitability.

**Sales and Marketing:** Collaborating with the sales and marketing team to promote the hotel, attract guests, and increase bookings.

**Quality Control:** Maintaining quality standards in all aspects of hotel operations, from cleanliness to service delivery.

**Compliance:** Ensuring compliance with health, safety, and licensing regulations, as well as company policies and procedures.

**Problem Solving:** Handling any challenges or emergencies that arise, such as staffing shortages, equipment failures, or guest complaints.

**Strategic Planning:** Assisting the General Manager in developing long-term strategies to achieve business objectives and improve overall performance.

**Communication:** Effectively communicating with staff, management, and guests to foster a positive work environment and address any issues or concerns promptly.

**Asst. General Manager**  
**RPJ Hotel | Rajkot**

04/2024 - 02/2025

**Operations Manager**  
**Regenta Central Rajkot | Rajkot**

11/2023 - 03/2024

**Director of Sales**  
**Regenta Central Rajkot | Rajkot**

02/2021 - 10/2023

**Associate Director of Sales**  
**Regenta Central Rajkot | Rajkot**

08/2019 - 01/2021

**Senior Sales Manager**  
**Regenta Central Rajkot | Rajkot**

02/2018 - 07/2019

**Senior Sales Manager**  
**The Imperial Palace | Rajkot**

07/2017 - 01/2018

**Sales Manager**  
**The Fern Residency Rajkot | Rajkot**

02/2016 - 06/2017

**Sales & Marketing Manager**  
**The Grand Bhagwati Seasons | Rajkot**

03/2011 - 02/2016

**Direct Sales Manager**  
**Mahindra Holidays and Resorts India Limited | Ahmedabad**

04/2010 - 02/2011

**Assistant Sales Manager**  
**Pelican Holidays for Mahindra Holidays and Resorts India Limited | Rajkot**

05/2009 - 04/2010

**Take Over Manager**  
**Chaque Jour Outsourcing Solutions Pvt Ltd for Mahindra Holidays and Resorts India Limited | Rajkot**

02/2008 - 04/2009

**Sales Consultant**  
**Chaque Jour Outsourcing Solutions Pvt Ltd for Mahindra Holidays and Resorts India Limited | Rajkot**

08/2007 - 01/2008

**Front End Executive**  
**At Modern Cellular for Bharti Airtel Ltd | Junagadh**

01/2006 - 07/2007

## ACCOMPLISHMENTS

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- Airtel: Got second rank in all India value added service competition in year 2005.
- Club Mahindra Holidays: Worked for a longest term for Rajkot location (2.8 years) and achieved highest individual revenue for three consecutive months in year 2007.
- The Grand Bhagwati: Worked for a longest term in Sales (5 years).
- The Fern Residency: Achieved 96% of room revenue target and 1200 more room nights than budgeted room nights for FY 2016-17.
- Regenta Central Rajkot: Achieved hotel revenue of more than 1 crore for three consecutive months and 1.25 crore more revenue than budgeted revenue for FY 2018-19. Individually contributed 23% of total hotel revenue for FY 2018-19. Achieved 50 Lacs more revenue than budgeted hotel revenue in FY 2021-22. Achieved 65 Lacs more revenue than budgeted hotel revenue in FY 2022-23. Individually contributed more than 3.50 crores in a year 2022-23 & 2023-24 (till Jan 2024). Achieved hotel revenue budget & individual targets every year since 2018. Increased hotel ARR from Rs. 2100-2200 to Rs. 3500-3600 in five years.

## IT EXPERIENCE

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- Web Technologies.
- PowerPoint Presentations.
- Microsoft Excel.

## HOBBIES AND INTERESTS

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- Playing cricket
- Listening to music
- Interacting with people

## VOLUNTEER EXPERIENCE

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Member of People for Animals since April 2021. Working for animal welfare and animal rights.