

T.KILLIVALAVAN M.B.A

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About Myself

A result oriented professional with Eight years of experience, encompassing, accommodations brand hotels chain India, Dedicated, Enthusiastic and growth driven hospitality professional with strong ethic, good organizational and planning skills, adaptable and enjoy new challenges and excels in getting results.

Core Competencies and Successes in Key Areas

**Accommodations Operations Management
Building lasting Client Relationships
Focusing on Maximum Guest Satisfaction
Increased operational Efficiencies & Profitability
Brand Building**

Total Work Experience (15 YEARS)

Samath Palatial Hotel

Yuvraj Group of Hotels

Property Manager

MYSORE - KARNATAKA

2022 TO Currently Working

- ❖ **Promote a positive atmosphere in the hotel while maintaining a professional culture.**
- ❖ **Manage reservations through mobile apps and websites, monitor inventory through point-of-sale systems and facilitate guest arrivals with room allocations.**
- ❖ **Create and implement policies and procedures to ensure smooth hotel operations in guest services, housekeeping, maintenance and security areas.**

- ❖ Maintain contracts with suppliers and vendors to ensure the hotel has the necessary supplies and equipment to operate effectively.
- ❖ Ensure the hotel complies with all relevant regulatory requirements like health and safety regulations, labour laws and licensing requirements.
- ❖ Oversee routine operations, including front desk, housekeeping, managing staff, ensuring guest satisfaction and maintaining the physical facilities.
- ❖ Train staff members, including front desk clerks, housekeepers, food & beverage team, maintenance workers and administrative staff.
- ❖ Addressing guest complaints and concerns, monitoring guest feedback and implementing changes to improve customer satisfaction.
- ❖ Planning and implementing capital improvements to the hotel, such as renovations, upgrades or expansions.
- ❖ Manage inventory to meet financial goals and provide leadership to hotel staff members when required.
- ❖ Create a memorable customer experience by delivering on guest expectations while exceeding them.

Roopa Groups of Hotels

FNB SALES & OPERATIONS MANAGER

MYSORE – KARNATAKA

2020 TO 2022

- ❖ Fully responsible for all aspects of all departments.
- ❖ Support and work with all Head of Departments in all aspects of running this hotel.
- ❖ Ensure the premises are in operative condition as per the category of the unit to receive & serve the guests.
- ❖ Conduct regular operations team meetings with all the HOD daily / weekly to discuss routine operational matters, sales targets, GSTS feedback / RSTS feedback action taken for service recovery, and any staff issues. Minutes of the meeting are to be sent to GM/RGM.
- ❖ Ensure SOP implementation in all departments and check the same during routine operational checks. Consultant /GRM guidance is to be taken wherever required.
- ❖ Monitor the purchase/indent / requestions of each department, the accounts receivable (collection from debtors) and the accounts payable (payable to the vendors/suppliers, etc).
- ❖ Randomly inspecting the stores (F & B / Kitchen) to check the stock in hand (quality, par stock levels, expiry, etc) with the F & B Manager and chef.
- ❖ Dealing with Suppliers / Vendors for quality products involving the Purchase Manager and providing performance assessment of vendors every quarter to HO Purchase.
- ❖ Inspecting all departments for SOP implementation.
- ❖ Inspecting all departments with their respective Managers for cleanliness, ambience, service readiness, staff grooming & hospitality culture.
- ❖ Monitor the co-ordination between all departments for smooth & efficient operations.
- ❖ Assessing and reviewing customer satisfaction and service recovery process.

- ❖ Meet all dept. heads to review & train the staff to upkeep the human capital.
- ❖ Identifying staff learning needs and assisting with development
- ❖ Providing timely and constructive feedback to all direct reports as and when required either formally or informally.
- ❖ Conduct weekly / Daily meetings with Marketing people for inquiry & follow & conversion to grow the business.
- ❖ Monitor and maintain operation & overhead costs to maintain maximum revenue for the organization.
- ❖ Be available on call 24 hours a day to resolve any urgent problems or emergencies.
- ❖ Responsible for the overall management of the operation of the hotel.
- ❖ Any other duties assigned.
- ❖ Improve operational management systems, processes and best practices
- ❖ Purchase materials, plan inventory and oversee warehouse efficiency
- ❖ Help the organization's processes remain legally compliant
- ❖ Formulate strategic and operational objectives
- ❖ Examine financial data and use them to improve profitability
- ❖ Manage budgets and forecasts
- ❖ Perform quality controls and monitor production KPIs
- ❖ Recruit, train and supervise staff
- ❖ Find ways to increase quality of customer service

The Sahar Pavilion

FOOD & BEVERAGE MANAGER

BANGALORE – KARNATAKA

2017 TO 2020 (3 Years)

- ❖ Ensure that all workings are manufactured in a correct, cost effective and timely manner in alignment with specifications and quality requirements
- ❖ Chalking out or improve operational systems, processes and best practices that guarantee organizational well-being Purchase materials, plan inventory and ensure warehouse efficiency
- ❖ Contribute towards the achievement of company's strategic and operational Objectives
- ❖ Examine financial data/statements and use them to improve profitability
- ❖ Perform quality controls and monitor production KPI's
- ❖ Recruit, train, supervise and appraise human resources
- ❖ Cater to clients' or personnel's concerns
- ❖ Pre-opening sales & Marketing activates
- ❖ Responsible for the identifying new assets to wide companies presence in Karnataka
- ❖ Planning and strategizing sales and marketing
- ❖ Relationship management
- ❖ Setting targets
- ❖ Sales training
- ❖ Monthly training
- ❖ Ensuring SOPs followed

- ❖ Individual attention to top category corporate

BREAD AND SPREAD

F & B MANAGER

TAMIL NADU – TRICHY

2015 TO 2017 (3 Years)

- ❖ Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards
- ❖ Preserve excellent levels of internal and external customer service
- ❖ Design exceptional menus, purchase goods and continuously make necessary improvements
- ❖ Identify customers' needs and respond proactively to all of their concerns
- ❖ Lead F&B team by attracting, recruiting, training and appraising talented personnel
- ❖ Establish targets, KPI's, schedules, policies and procedures
- ❖ Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork
- ❖ Comply with all health and safety regulations
- ❖ Report on management regarding sales results and productivity

THE SABA MULTI CUISINE RESTAURANT

RESTAURANT MANAGER

TAMIL NADU- TRICHY

2012 TO 2014 (2 Years)

- ❖ Coordinate daily Front of the House and Back of the House restaurant operations
- ❖ Deliver superior service and maximize customer satisfaction
- ❖ Respond efficiently and accurately to customer complaints
- ❖ Regularly review product quality and research new vendors
- ❖ Organize and supervise shifts
- ❖ Appraise staff performance and provide feedback to improve productivity
- ❖ Estimate future needs for goods, kitchen utensils and cleaning products
- ❖ Ensure compliance with sanitation and safety regulations
- ❖ Manage restaurant's good image and suggest ways to improve it
- ❖ Control operational costs and identify measures to cut waste
- ❖ Create detailed reports on weekly, monthly and annual revenues and expenses
- ❖ Promote the brand in the local community through word-of-mouth and restaurant events
- ❖ Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- ❖ Train new and current employees on proper customer service practices

LAAJ INTERNATIONAL

MERCHANDISER

NEW DELHI

2010 TO 2012 (2 YEARS)

- ❖ Working closely with buyers and other merchandisers to plan product ranges
- ❖ Meeting with suppliers, distributors and analysts
- ❖ Managing budgets
- ❖ Predicting sales and profits
- ❖ Negotiating quantities and delivery time-scales
- ❖ Supervising and training junior staff
- ❖ Managing levels and distribution of stock
- ❖ Handling supply/production problems as they arise
- ❖ Setting stock promotions/price reductions as appropriate
- ❖ Making financial presentations to senior managers
- ❖ Assessing sales performance of different ranges
- ❖ Internal & external communication,
- ❖ Sampling,
- ❖ Preparing internal order sheets,
- ❖ Accessories & trims in-housing,
- ❖ Preparing purchase orders,
- ❖ Getting approvals on lab dips,
- ❖ Advising and assisting production and quality department,
- ❖ Taking responsibility for inspections,
- ❖ Giving shipping instructions and following shipment.

EDUCATIONAL QUALIFICATION

- ❖ M.B.A in Fashion & Business (IIFT) International Institute Of Fashion Technology
New Delhi
- ❖ Two Years Diploma in Home Textile (NIFT) National Institute Of Fashion Technology
Chennai - Tamil Nadu
- ❖ B.A Economics (Loyola College) Chennai – Tamil Nadu
- ❖ HSC +12 From Y.M.C.A Sport School Chennai – Tamil Nadu

ADDITIONAL SKILLS

- ❖ Commitment. In the hospitality industry, your main task is to be committed to ensuring customer satisfaction.
- ❖ Interpersonal Skills
- ❖ Problem-solving
- ❖ Teamwork.
- ❖ Flexibility
- ❖ Ways to Improve Your Hospitality Skills.

ACHIEVEMENTS

- ❖ Tamil Nadu state second mark in physical education, Reward by chief minister
- ❖ Tamil Nadu state level boxing player wins gold medal
- ❖ Tamil Nadu state level football player
- ❖ Modeling in Mumbai IIFT ramp walk
- ❖ Tenth Class school Topper
- ❖ 2 Years school Championship
- ❖ 1 year college Sport Championship
- ❖ Lots of Rewards from The Sports Development Authority Of India

PERSONAL DETAILS

Name : T.Killivalavan
Wife Name : J.SathyaPriya
Daughter Name : K.S Anusri
Son Name : K.S krishna
Languages Knows : English, Hindi, Tamil, Malayalam.
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Date

Signature

