

SUJIT KUMAR MISHRA

About Me



22 Years experience

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March 21, 1975

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General Manager –Hospitality and Sales Professional

A positive contributor in pursuit of excellence, sustainable ,patient and receptive to the needs of everyone ,open to new ideas to achieve excellence in life by associating with an organization ,where I can apply my knowledge and skills to contribute towards organization's growth as well as personal growth .

Abridgement

An enthusiastic individual with energy, drive with passion to create excellence and exceed expectations with Over **22 Year's experience**.

I like to influence change and make a visible difference within an organization. I have always been keen on innovation, providing stability and an efficient interface with guests to achieve a high level of mutual satisfaction. My emphasis is always on discipline, planning, organizing, training and team building with high motivational levels to produce the best results keeping in mind the company's values. A consultative management style and exceptional people skills. My career includes senior executive positions, including an **General Manager's** role in my current hotel position where I have assumed responsibility for implementing triple bottom line operational frameworks which provide for sustainable growth well into the future, including positive financial results, a competitive market position and value proposition, and a balance interaction with the environment and the local communities.

Skills

OPERATION MANAGEMENT	STAFF MANAGEMENT	CUSTOMER SERVICE	P&L MANAGEMENT
Pre-opening Resort Management Food & Beverage Operations Multi -site Operations Hospitality Management	Recruiting/Hiring Talent Optimization Training & Coaching Motivation Empowerment	Guest Satisfaction Increased Occupancy Customer Retention Quality Assurance	Budget Management Cost Control (Labour, F&B) Asset Management Strategic Planning



Work Experience

CURRENT EMPLOYER:

Aaramgah Jawai Resort & Spa, a member of Radisson Individuals Retreat
Since Oct ,2024 to till date

JOB RESPONSIBILITIES:

- **Oversee Construction Progress:** Monitor timelines, budgets, and the quality of construction, ensuring the property is ready for handover.
- **Ensure Brand Compliance:** Ensure that the design, interiors, and facilities adhere to the luxury brand's guidelines and standards.
- **Procurement Coordination:** Oversee procurement of furniture, fixtures, equipment (FF&E), and operating supplies and equipment (OS&E).
- **Licensing & Permits:** Ensure all required legal permits, licenses, and certifications are obtained on time.
- **Hire Leadership Team:** Recruit and onboard department heads and key management staff.
- **Recruit Operational Staff:** Ensure proper staffing of all departments in line with the projected opening date.
- **Training Programs:** Develop and oversee comprehensive pre-opening training programs to ensure staff is aligned with luxury service standards.
- **SOP Development:** Establish Standard Operating Procedures (SOPs) for all departments in line with luxury brand standards.
- **Pre-opening Checklists:** Develop detailed pre-opening action plans and checklists for each department.
- **IT Systems Setup:** Ensure all operational and management systems (e.g., PMS, POS, CRM) are installed, tested, and fully functional.
- **Trial Operations:** Conduct trial runs, soft openings, and mock service scenarios to identify and resolve potential issues.
- **Safety & Security:** Implement safety protocols, crisis management plans, and health and hygiene standards.
- **Pre-launch Marketing Strategy:** Work with the marketing team to design and execute pre-opening campaigns, including social media, PR, and promotional events.
- **Target Market Engagement:** Establish relationships with luxury travel agents, tour operators, and online travel agencies (OTAs).
- **Revenue Strategies:** Set initial pricing strategies, room rates, and packages to maximize early bookings.
- **Launch Events:** Plan and execute grand opening events to showcase the property to VIPs, media, and key stakeholders.
- **Pre-opening Budget:** Create and manage the pre-opening budget, ensuring funds are allocated to key areas.
- **Forecasting:** Develop operational budgets and forecasts for the first year of operations.
- **Cost Controls:** Monitor expenditures to ensure the project remains within budget.
- **Communicate with Owners:** Provide regular updates on pre-opening progress to ownership and stakeholders.
- **Luxury Service Standards:** Ensure all aspects of the resort meet or exceed the expectations of luxury travelers.
- **Feedback Mechanisms:** Set up mechanisms to gather and address guest feedback from the soft opening phase.

PREVIOUS EMPLOYER

<i>Company</i>	Sterling Fern Hill , Ooty, Tamil Nadu
<i>Company Profile</i>	205 Key with Ooty biggest conference hall and multiple F&B outlets
<i>Designation</i>	Resort Manager
<i>Tenure</i>	2023 -2024
<i>Job Responsibility</i>	<ul style="list-style-type: none"> • Overlooking the Resort operations ,Sales ,TPM • Ensuring control of expenditure within budget • Pre-opening for Badami ,Karnataka • Pre-opening for Lonavala, Maharastra

<i>Company</i>	The Fern Royal Farm Resort ,Gujarat
<i>Company Profile</i>	88 Key with one Restaurant and multiple F&B outlets
<i>Designation</i>	General Manager
<i>Tenure</i>	2016 -2023
<i>Job Responsibility</i>	Protect the hotel's financial assets by properly administering policies and procedures for handling cash, credit cards, accounts payable, accounts receivable, payroll and all other financial transactions.

<i>Company</i>	Club Mahindra Mashobra ,HP
<i>Company Profile</i>	67 Key with Two Restaurant and multiple F&B outlets
<i>Designation</i>	Manager-Food & Beverage
<i>Tenure</i>	2014 -2016
<i>Job Responsibility</i>	<p>Overlooking the F&B Operational Process Implementation for F&B Department</p> <p>Ensuring control of expenditure within budget</p>

<i>Company</i>	Sterling Fern Hill , Ooty, Tamil Nadu
<i>Company Profile</i>	205 Key with Ooty biggest conference hall and multiple F&B outlets
<i>Designation</i>	Food and Beverage Manager
<i>Tenure</i>	2011 -2014
<i>Job Responsibility</i>	<p>Overlooking the F&B renovation and Operational Process Implementation for F&B Department</p> <p>Ensuring control of expenditure within budget</p>

<i>Company</i>	Hotel Tara, Ramoji Film City, Hyderabad ,AP
<i>Company Profile</i>	186 Key Five Star Hotel
<i>Designation</i>	Asst. Food and Beverage Manager
<i>Tenure</i>	2009 -2011
<i>Job Responsibility</i>	<p>To develop strategic plans for the Food and Beverage Department.</p> <p>Recruit, develop and manage the Food and Beverage Department team to Ensure a proactive, positive culture of staff relations.</p> <p>186 key with 2Restaurants, 1 club and 2 conference Hall.</p>

Company	Fortune Select Manohar , Hyderabad ,AP
Company Profile	132Key Five Star Hotel
Designation	Food and Beverage Executive (Received award for Best Employee of the Hotel for May 2009 & Star of the Month for May 2009 F&B Service By Area General Manager)
Tenure	2007 –2009
Job Responsibility	A 132 room property. Fully responsible for all day to day Banquet operations of Food and Beverage Service which included a Three Banquets
Company	Club Mahindra Kodagu Valley, Coorg, Karnataka
Company Profile	220 Key Five Star Hotel
Designation	Food & Beverage Executive
Working Duration	2005 to 2007
Company	Aditya Park Inn, Hyderabad,AP
Company Profile	88 Key Three Star Hotel
Designation	Senior Captain (Received award for 'Train the trainer ' From Sarovar Park Plaza.)
Working Duration	2004 To 2005
Company	Amrutha Castle, Hyderabad, AP
Company Profile	90 Key Three Star Hotel
Designation	Senior Captain(Received Appreciation letter from RM for Excellent Service)
Working Duration	2003 To 2004
Company	Swosti Plaza,Bhubaneswar,Orissa.
Company Profile	156 Key Three Star Hotel
Designation	Captain
Working Duration	2001 To 2003



Education

Diploma in Hotel Management

IIHMCTN Bhubaneswar, Orissa (1999-2002)



Computer Proficiency

Word 2010 , Excel 2010 Power Point 2010



Languages

Hindi & English



Personal Details

Place of Birth : Dhanbad, India
 Family Status : Married