

Pratiksha Pais

**Ground floor 85, 3rd Cross Uma Amar Singh House, Central Excise Layout, Shakti Nagar,
Bengaluru - 560077**

Phone: (M) 8451997450 / 7204013568 , Email Id : pratiksha.pais@gmail.com

Career Profile:

With extensive experience in five-star and luxury hospitality, I have successfully contributed to the Front Office and Guest Experience departments across globally renowned brands, including Taj, The Lalit, The Leela, ITC, Hyatt, and ACCOR. My expertise lies in delivering exceptional customer service, consistently exceeding guest expectations and enhancing brand reputation.

Throughout my career, I have honed my skills in leadership, guest satisfaction, team building, and training & development, ensuring seamless operations and a high-performance work environment. My ability to foster memorable guest experiences while maintaining operational excellence has been a key driver in my professional success.

Business Exposure :

Previous Employer :

1. **The Leela Bhartiya City Bengaluru** – Director Guest Experience (April 2024 – Present)
2. **Ibis Mumbai Vikhroli** – Head of Department for FO and F&B – Guest Service Manager (Jan 2023 – Feb 2024)
3. **Grand Hyatt Goa** – Resort Host Manager (Oct 2021 – Jan 2023)
4. **Hyatt Regency Mumbai** – Guest Experience Manager (August 2019 – September 2021)
5. **The Leela Mumbai** – Assistant Manager – Guest Relations (November 2018 – August 2019)
6. **ITC Maratha, Mumbai** – Guest Relations Executive (Shift Incharge) (March 2017 – September 2018)
7. **The Lalit Mumbai** – Front Office Executive (Acting Duty Manager) (August 2015 – December 2016)
8. **Taj Land's End, Mumbai** – Guest Service Associate (August 2012 – March 2015)
9. **Parulekars Gym and Fitness Center, Mumbai** – Front Desk Associate (July 2011 – July 2012)

Responsibilities as Guest Service Manager – ibis Mumbai Vikhroli

- Successfully managed two departments – Front Office and Food & Beverage – as part of a pioneering concept, with ibis Mumbai Vikhroli serving as the pilot property for this role.
- Led a team of 25 heartists and 6 interns, ensuring smooth operations and high service standards.
- Designed and implemented team rosters and leave plans for optimal workforce management.
- Achieved key audit scores, including an outstanding 99% in BARE AUDIT 2023.
- Served as the ALL Loyalty Champion, consistently exceeding YTD targets for dining credit and enrollments.
- Expert in extranet platform management, maintaining high review response rates and RPS scores across Online Travel Agencies (OTAs).
- Strong data analysis capabilities across PMS and other operational software.
- Extensive expertise in restaurant, banquet, and room service operations, ensuring seamless guest experiences.
- Managed monthly inventories for liquor, bar, CCG, store, and library, ensuring accurate

requisitions and **cost control**.

- Prepared and analyzed **monthly P&L reports**, ensuring all expenses remained within departmental budgets.
 - Ensured **zero revenue loss** by enforcing policies on **no-shows, early arrivals, and late departures**.
 - Successfully met and exceeded **monthly room, F&B, and liquor sales targets**.
 - Spearheaded **training and development programs**, cultivating high-performing guest service champions.
 - Conceptualized and executed **monthly Food & Beverage promotions**, enhancing guest engagement and revenue.
 - Focused on **guest experience enhancement**, consistently improving **guest satisfaction scores**.
 - Elevated **Zomato ratings** from **3.4 to 4.3** in a year through strategic service improvements.
 - Expert in **crisis and risk management**, process development, and implementation for operational excellence.
-

Responsibilities as Resort Host Manager – Grand Hyatt Goa

- **Oversaw daily resort operations**, ensuring smooth execution across all departments.
- **Acted as the primary contact** for guest concerns related to **service quality, incidents, and on-site experiences**.
- **Conducted VIP room inspections**, ensuring flawless execution in coordination with respective teams.
- **Performed property rounds** to maintain high standards across all guest areas, ensuring **cleanliness, functional lighting, and well-maintained equipment**.
- Regularly inspected **F&B outlets** during meal times to verify service quality, food presentation, and operational efficiency.
- Monitored **spa operations**, ensuring **luxury wellness standards** were upheld.
- **Resolved guest issues proactively**, fostering seamless interdepartmental coordination.
- Implemented **best operational practices**, contributing to **brand-standard consumer audit success**.
- Collaborated with **Department Heads and the Leadership Committee** to drive guest satisfaction and **hotel-wide success**.
- Ensured **accurate guest data entry**, adhering to **clean data principles**.
- Maintained strong knowledge of **safety and emergency procedures**, ensuring compliance with accident prevention policies.
- Enhanced **customer service scores**, aligning with hotel performance benchmarks.
- Led **service recovery efforts**, ensuring prompt resolution of guest concerns.
- Provided strategic **operations recommendations**, contributing to the development of **policies, procedures, and quality standards**.
- Worked closely with the **General Manager and senior management** to implement strategic plans and drive operational excellence.

Guest Engagement Activities

Organized and executed a variety of guest engagement events tailored for **VVIPs, long-stay guests, single lady travelers, families, and Platinum-level guests**. These initiatives significantly enhanced guest satisfaction, generating positive social media feedback and high ratings on online guest comment cards.

Key events included:

- **Cocktail Making Competition**
- **Salad Making Competition**
- **Halloween Event (Cocktail Party)**
- **Diwali Celebration (Traditional Indian Sweets & Firecrackers for Guests)**
- **Yoga & Wellness Event (Accompanied by a "Go Green" Breakfast)**
- **Christmas Cocktail Party**
- **Monthly Cocktail Party** – Hosted by the Guest Relations Team and the General Manager

Awards and Honors

Taj Land's End, Mumbai:

- **Employee of the Month** – September 2012, October 2013

The Lalit Mumbai:

- **Best Groomed Employee** – September 2015
- **Star of the Month** – October 2015, December 2015, January 2016, March 2016, May 2016, June 2016, August 2016

ITC Maratha, Mumbai:

- **Best Employee of the Quarter** – July–September 2017, October–December 2017, January–March 2018, April–June 2018, July–September 2018
- **Certificate of Participation (Jalosh – Annual Day)** – May 2017
- **Certificate of Appreciation** – October 2017, December 2017, July 2018, September 2018

The Leela Mumbai:

- **Employee of the Quarter** – January–March 2019

Hyatt Regency Mumbai:

- **Medallia Champion** – 2019
- **Guest Voice Champion of the Quarter** – July–September 2024

Special Recognition:

- **Appreciation Letter from Area VP South, Mr. Madhav Sehgal**
-

Online Reputation Management & Guest Feedback

Actively managed guest feedback and online reputation, achieving:

- **56 TripAdvisor Reviews while at The Lalit Mumbai**
- **199 TripAdvisor Reviews while at ITC Maratha, Mumbai**
 - Served as **TripAdvisor Custodian**, monitoring daily guest reviews, motivating the team to enhance guest interactions, and generating **weekly performance reports** for the Relationship Manager and Front Office Manager.
- **100+ TripAdvisor Reviews at The Leela Mumbai**
- **100+ TripAdvisor Reviews at Hyatt Regency Mumbai**

Technical & Software Proficiency

- **Property Management Systems (PMS):** Fidelio, Opera 5.0, Opera Cloud
- **Guest & Hotel Operations Systems:** Vicas, Vision, JVD, Micros Symphony, Resaweb
- **Reputation & Guest Feedback Management:** Medallia, TrustYou
- **Inventory & Procurement Management:** Material Control

Computer Proficiency

- Well-versed in **Microsoft Office Suite** – Word, PowerPoint, Excel, Outlook
 - Experienced with **Lotus Notes** and other email communication platforms
-

Educational Qualifications

- **Certification in Aviation & Hospitality Management**
 - *Kingfisher Training and Aviation Services Limited (KTASL), Mumbai*
 - **Higher Secondary Certificate (HSC)**
 - *Shankar Narayan College of Arts & Commerce, Mumbai*
 - **Aggregate Score:** 70.5%
 - **Secondary School Certificate (SSC)**
 - *Holy Cross High School & Junior College, Mumbai*
 - **Aggregate Score:** 75.5%
-

Personal Attributes & Strengths

- **Continuous Learner:** Always eager to acquire new skills and adapt to industry trends.
- **Integrity & Reliability:** Honest, sincere, and committed to excellence in service.
- **Problem-Solving & Decision-Making:** Strong analytical thinking to resolve challenges effectively.
- **Time Management & Prioritization:** Ability to manage multiple tasks efficiently while meeting deadlines.
- **Resilience & Composure:** Maintains high performance under pressure.
- **Team Collaboration & Leadership:** Confident in group settings, fostering motivation and direction among peers.
- **Influencing & Negotiation Skills:** Skilled in persuading, discussing, and reaching agreements effectively.