

PRANAY SATHE



Contact

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Skills

- Develop systems and procedures that achieve higher cost efficiency.
- Closely monitoring the various processes related audits Vis-à-vis results.
- Increasing employee morale and provides constant learning and development.
- Performance Appraisal/Management & Job

A dedicated professional as also a customer oriented leader with a strong focus towards results. With 14+ years of rich experience with finest hotel brand's. Skilled in developing and training teams. Expert communicator passionate about fostering a positive and results-oriented team culture.

Work History

2023-07 -
Current

Front Office Manager

FAIRFIELD by MARRIOTT, Indore (106 keys)

2022-06 -
2023-07

Assistant Front Office Manager

MARRIOTT HOTEL, Vadodara, (102 keys)

Reported to General Manager
Built and managed processes for tracking and monitoring department performance. Enhanced revenue and gross profits by eliminating waste and maximizing customer satisfaction. Improved NPS through application of superior conflict resolution and problem-solving skills.

2021-09 -
2022-05

Front Office Manager

THE WYNDHAM HOTEL, Udaipur (156 keys)

Part of core team involved in transition of pre-opening property to well-run hotel operations. played pivotal role in establishing brand image across social platforms

2021-01 -
2021-08

Cluster Revenue Management

Perin LLC, Minneapolis, US (Remote)

Evaluated historical data to identify patterns in seasonal fluctuations, informing future revenue planning efforts. Liaised with hotel heads to ensure consistency in revenue-related decision-making processes. Increased revenue by implementing effective pricing strategies and inventory management techniques. Efficiently managed a cluster of 08 properties

2019-06 -
2020-10

Assistant Front Office Manager

THE OTERRA HOTEL, Bengaluru (282 keys)

Reported to the Room division manager primarily responsible for guest satisfaction, financial performance, manning, Cost, budgeting, leading & managing Front Office, Spa, Club Lounge & Concierge.

Chat for the staff in the department.

- To ensure high levels of employee satisfaction by creating a culture that promotes transparency, fairness and encourages high performance, organizing team building activities.

- Manage the Guest History System and effectively use the guest profiles all the time.

- Maximization of enrolments in guest loyalty programme.

- Building relationships with both key and potential customers / segments, and liaison with various government offices and local associations.

- Forecast trends in occupancy, budget for room sales, average rate and other revenue.

- Contribute in Developing and implementing strategies for optimization of sale of room's inventory and maximization of Average Room Rate.

- Work in association with the Housekeeping team for effective room's management.

- Support Revenue manager in the area of promotions, special packages, corporate discounts, new accounts etc.

- Strong knowledge of Opera, Fidelio, IDS, MS office & MS Excel.

**2014-10 -
2019-05**

Duty Manager

TAJ BLUE DIAMOND HOTEL, Pune (110 keys)
Handled complete front office operations & team Assisted in organizing and overseeing assignments to drive operational excellence. Developed and implemented new procedures and policies to improve operational productivity.

**2012-09 -
2014-10**

Assistant Manager Front Office

RADISSON BLU HOTEL, Nagpur (252 keys)
Involved majorly in training Associates; smoothing the operations & executing the work processes. Took charge from Reservation manager & handled Revenue distribution. Leveraged data and analytics to make informed decisions and drive business improvements.

**2010-08 -
2012-09**

Guest Service Supervisor

RADISSON BLU HOTEL, Indore (214 keys)

**2009-07 -
2010-08**

Team Leader

THE SUN N SAND HOTEL, Nagpur (136 keys)

**2007-08 -
2009-06**

Guest Service Associate

THE PRIDE HOTEL, Nagpur (100 keys)

Education

2010-07

Post Graduate Diploma in Hotel & Tourism mgmt.

National Institute of Management - Nagpur, Maharashtra

2009-04

Bachelor of Commerce

G.S. College of Commerce And Economics - Nagpur, Maharashtra

2007-07

Diploma in Hospitality & Travel Mgmt.

FIAT - Nagpur, Maharashtra

2006-06

Certificate Course in Information Technology

Maharashtra Technical Education Board – Mumbai



Achievements

- Have Successfully drove & cleared Brand Standard Audit at Marriott, Indore
- Improved customer service ratings through Increased Medallia (Guest feedback system) ratings at Radisson Blu Hotel, Indore.
- Increased hotel revenue, profits and market share through Calculative steps with better revenue management at Radisson Blu Hotel, Nagpur.
- Improved Trip Advisor rating for hotels. The Oterra from 36th to top 10 hotels of Bangalore.



Accomplishments

- Have undergone "Train the Trainer" program by virtue of which have been certified as Taj Departmental Trainer (CTDT).
- Completed "Cross Exposure Training" (CET) at Taj Mahal Palace, Mumbai.
- Awarded as Best Groomed Manager at Taj blue Diamond, Pune.
- Awarded Best Employee for the Radisson Blu Hotel, Indore.
- Awarded "Bravo" a certificate for guest Satisfaction excellence at Radisson Blu Hotel, Indore.
- Awarded twice as the best employee for the The Pride Hotel Nagpur.



Interests

- Swimming
- Watching movies
- Listening to music



Signature

Pranay Ashok Sathe