



Pammy Sheoran

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Accomplished Hotel professional with over 15 plus years of experience in managing luxury hotel operations, enhancing guest satisfaction, and driving revenue growth. Proven track record of implementing efficient processes, leading high-performing teams, and maintaining exceptional service standards. Adept at strategic planning, financial management, and fostering positive guest relations.

CORE COMPETENCIES

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| • Financial Analyst | Process Improvements | Creativity |
| • Beverage Management | People Development | Creative problem solver |
| • Strategy Planning | Pre-opening specialist | Vendor Management |

PROFESSIONAL EXPERIENCE

DESIGNATION	HOTEL	VENUES
Director Of Operations Apr 2024 – Feb 2025	Hyatt Centric Kathmandu 153 Keys	120 pax - High energy Sky bar 168 pax Café 030 pax Lobby Bar, Lobby Market Place 800 Sq. Mtr Ballroom, 2 Meeting Spaces
Director Of Food and Beverage Feb 2023 – Apr 2024	Four points by Sheraton 70 Keys Delhi	70 Pax – ADD, 15 pax Patisserie 30 Pax – Bar 70 Keys – Ird 3 Indoor & outdoor Venues - 1,00,000 Sq. ft space
Food and Beverage Manager Sep 2022 - Feb 2023	Novotel Jodhpur Pre-opening 93 Keys Rajasthan	4 F & B Venues 2 Ballroom and 01 Terrace
Food and Beverage Manager Jul 2021 - Sep 2022	100th Radisson of India Pre-opening 104 Keys Madhya Pradesh	4 F & B Venues Two 6000 sq. ft. ballrooms two 8800 sq. ft. Terraces
Asst. Food & Beverage Manager Jan 2019 - Feb 2020	Marriott Kathmandu Pre-opening 214 Keys	7 F & B Venues 20,000 sq. ft. Event space
Outlets Manager Jun 2018 – Dec 2018	Hyatt Regency Gurgaon 488 Keys, Haryana	Kitchen District (200 Pax ADD) The Long Bar (70 Pax) 40000 sq. ft. Event space
Banquet Manager Restaurant Manager Assistant IRD Manager Food & Beverage Exe. June 2010 - Feb 2018	The Westin Gurgaon Pre-opening 313 Keys Inventory Haryana	250 pax Seasonal Taste - Café 50 pax Daily Treats - Patisserie 110 pax Prego - Italian Restro 150 pax Story - Club
Food and Beverage Assistant May 2009 - Jun 2010	Le Meridien, New Delhi 358 Keys	The One - 120 Pax - café 358 inventory room service

AREA OF EXPERTISE

Customer Service & Client Management

- Create 100% guest satisfaction by providing genuine hospitality and by exceeding guest expectations; ensure that all guests receive an efficient, friendly and personalized service from all restaurant & bar employees
- Develop and manage effective relationships with key decision-makers in prospective organizations to meet business objectives
- Seeks opportunities to improve the guest/ client experience by seeking feedback and developing strategies to improve the department and hotel services

Business Development & Sales Promotion

- Maximize all opportunities to meet business objectives; identify potential clients and extract higher amount of business by providing various solutions after understanding the client's needs
- Develop marketing plan for the business and tracking competitor activities to fine tune marketing strategies and product placement
- Acquire and manage tie-ups and strategic alliance with corporate clients for meetings, launch programs and events at the hotel to increase business growth/ revenue

Operations / Quality Management

- Implement overall F&B policies and procedures pertain to employees, work manuals, sanitation requirements, consumptions, costs, qualities, menus, special parties and others
- Develop policies and parameters to measure and ensure effectiveness in terms of cost, time & quality; ensure the quality of services in accordance with the company standard
- Prepare annual budget and control the costs according to the budget & achieve the budgeted revenues; develop short & long term financial and operational goals for the department
- Maintain the highest level of sanitation throughout all food and beverage areas; conduct audits from time to time

Vendor Management

- Maintain all relationships with a supplier to the company; negotiate prices that allow a company's costs to remain low while still getting a quality product
- Track stock level of all products in-house and keep meticulous records to track what is being delivered and confirm satisfaction on received supplies
- Manage and oversee multiple vendors and orders simultaneously

Team Management

- Ensure supervisors have clear achievable objectives in line with the department's annual plan and long-term objectives set by the organization
- Recruit, develop, train and appraise staff; train personnel on work flow processes and procedures
- Increase the level of guest satisfaction by delivery of an improved product through employee development for quality service and image

ACADEMICS

- Degree in Hotel Management and Catering Technology from Institute of Hotel Management, Bhopal - Graduation year - 2009
- Done six-month Basics of Windows and M.S Office course.
- Done Intermediate from CBSE in 2006.
- Done High school from CBSE in 2004.

INDUSTRIAL TRAINING

- **ITC Maurya the Luxury Collection, New Delhi** - For 6 months as a Trainee in Food & Beverage service, Front Office, Housekeeping and Food Production.

AWARDS

- SATA 2024 Gold for leading city hotel & Silver for leading F & B hotel
- At Radisson Bhopal -Top 3 position held for entire year at GSS, for the entire year 2021
- Nepal hotel industry leadership awards 2019: - Best Bar / Best Event Venue
- Big F award 2017 popular choice award
- Hospitality Italiano Prego 2016
- Big F award 2015 popular choice award
- **Starwood 2014 RVP award 2014** for Asia Pacific region for **care for associate** category.
- Food freak award 2014
- Certificate of excellence by Trip Advisor for 2014

PERSONAL DETAILS

- Father: Sh. Gulab Singh
- Height: 178cms
- Born on January 25, 1989,
- I am married to Sarita Sheoran, she is a home maker. We are blessed with a Son & a Daughter.

(Signature)

Pammy Sheoran

Place: New Delhi

Best of the industry references are available on requirements.