



RAJKUMAR SEN

Experienced Hotel General Manager | Guest Services | Guest Relations | Operational Efficiency | Staff Development

CONTACT

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ADD: Patiya Wala Mohlla, Ajaypur, Sikandar Kampoo, Gwalior

EDUCATION

- **10 + 2** from Arun Higher Secondary School from (MP Board).
- **BSC** passed from Jiwaji University Gwalior.
- Craft course in FNB Service from IHM, Gwalior
- In **IHM** pursuing from Kalinga University.

ADDITIONAL SKILLS

- Team Development
- Financial Forecasting
- Leadership
- Hotel Operation
- Sales & Marketing
- Budget Management
- Profound ability to anticipate guest needs and respond appropriately
- Excellence in customer service
- Ability to multitask
- Excellent Organizational skills
- Excellent written and verbal skills
- Boost in Occupancy Rates
- Guest Satisfaction Milestone
- Cost-Saving Initiatives Leader
- Staff Retention Improvement

PERSONAL DETAILS

Date of Birth : 17/08/1984

Nationality : Indian

Gender : Male

Marital Status: Married

REFERENCES

Mr. Pritam khanna (General Manager) Hotel landmark Gwalior
Phone: +91-7773003961

Mr. Samarjit Bishwas (Business Manager) Sayaji Hotel Indore
Phone: +91-9929433678

Mr. Ghanendra Suryawanshi (General Manager) Touch Wood Resort Bhopal
Phone: +91-9826877721

ACHIEVEMENTS

- Opening outlet Touchwood Resorts Kanha, Touchwood Resorts Shell City Indore
- Got an appreciation letter many time Sayaji Hotels Limited, Indore

SUMMARY

With over 15 years of management experience in the hotel industry, Malls & Restaurants, I possess a strong grasp of operations, team leadership, and strategic planning. My expertise in improving guest relations and achieving operational efficiency has been demonstrated through significant boosts in customer satisfaction scores and cost control. Excited to bring my track record of success and proactive approach to a dynamic team.

Working knowledge in Hotel Software: IDS, ATHITHYA.

EXPERIENCE

Hotel Amar Vilas

Joining date - 01/05/24 To Present

General Manager.

- Plan, organize, and manage all hotel services, including catering, reservations and accommodations, inventory, housekeeping, and business marketing.
- Administer expenses while reducing overall service costs and ensuring a loyal customer base.
- Coordinated with kitchen staff to create and approve menus in alignment with customers' preferences and quality requirements.
- Implemented a comprehensive training program that improved guest satisfaction scores.
- Negotiated with vendors in supply costs while maintaining the quality of amenities offered to guests.
- Coordinated the renovation of guest rooms and common areas, completing the project under budget.
- Managed day-to-day operations for hotel, improving operational efficiency and guest satisfaction through strategic planning.
- Implemented new inventory management system that decreased waste and saved the hotel annually.
- Oversaw the hiring, training, and mentorship of a staff of 80, raising service standards and reducing staff turnover by 18%.

Hotel Solaris Club & Resort

Joining date - 06/01/23 to 30/04/24

General Manager.

- Directed cross-functional teams of 150+ staff, enhancing team cohesion and improving inter-departmental communications.
- Implemented innovative sales and marketing strategies that elevated occupancy rates by 15% year-over-year.
- Follow work schedules and supervise a team of 20 personnel in routine assignments to improve productivity.
- Administered annual budgeting and financial forecasting, achieving a reduction in overheads by 10%, while maintaining optimal guest services
- Negotiated with vendors and suppliers, securing favorable contracts that reduced operational expenses.
- Succeeded in increasing hotel sales by researching market trends, prioritizing guests' satisfaction, and overcoming all process challenges
- Spearheaded the refurbishment of the guest accommodations, managing the project from conception through completion on schedule under budget.

- Developed comprehensive staff development programs, bolstering employee morale and operational efficiency.

Padam Banquet lawns and convention center Jamnagar Gujarat (pre-opening team)

From 01/01/2022 to 29/12/22

Operation Manager.

- Padam banquet lawns with the 22 room for an accommodation.
- 03 Banquet Hall operational one of the hall with the 25 thousand square feet pillar less for the marriage function and biggest corporate occasion.
- Second one is 12 thousand square feet pillar less.
- Third one is 04 thousand square feet pillar less
- One wedding lawn with the capacity of 01 lakh square feet and second one is 60 thousand square.
- Hues parking space with 200 four wheeler and 100 two wheeler.
- Padam banquet lawns is one of the biggest place for the organize wedding and corporate functions with the beautiful architected.
- Padam banquet lawns and convention centre is operating multicuisine 120 cover restaurant with name of Jamnagar social.
- Handling the 74 staff team
- All the marketing and promotions are complete in my guidelines.
- Timely organize food festival with the Gujarati, Punjabi, and Maharashtrian cuisine.

Hotel Ramaya Gwalior (pre-opening team)

26th December2017 to 24th December2021

Operation Manager

Touchwood Resort, Bhopal (pre-opening team)

1st January 2016 to 20 Dec.2017

F&B Manager.

- Analyzing and planning F&B outlets sales levels and profitability
- Taking responsibility for the business performance of the department
- Achieving sales target and ensuring profitability of the restaurant.
- Managing the day-to-day operation of the outlet in accordance with established policies and procedures.
- Maintaining high standards of quality control, hygiene, health and safety
- Managing staff and providing them with Management & Guest feedback
- Perform duties in all aspects of hotel operations whenever needed
- Personally meet and farewell a minimum of 80% of restaurant customers
- Manage employee personal forms including hiring, performance evaluations, payroll and benefits
- Ensure that all guest related issues are resolved in a manner consistent with the company's goals and Objective.

Sayaji Hotels Limited, Indore (M.P.)

1st Aug 2014 to 25 Dec 2015

Sr. Captain

- Answering guest queries and door greeter.
- Utilize suggestive selling techniques of all menu items, desserts and beverages
- Going extra mile to get customer satisfaction
- Responsible for ordering, filling, assembling and serving all food and beverages in accordance with standards.
- 180 cover restaurant

Hotel Landmark Gwalior (M.P.)

16/08/2011 to 15/05/2014

Sr. Captain

- Oversee the Implementation of standards as detailed in the departmental standards and procedures manual
- Adhere to bill paying procedures
- Conduct effective shift briefings ensuring all staff are aware of VIPs, special occasions, daily specials; emphasis on up selling certain products; etc.
- Encourage and motivate staff to provide optimum service during all shifts
- Share recommendations and guest comments to Chef and F&B Manager to reflect current customer profile
- Develop and implement Promotions Calendar for F&B; products in restaurant
- Manage special event concepts
- Handling Banquets parties and events as well
- Responsible for Banquets set up as per guest
- Manage customer database and utilize effective
- Managing Stock control based on F&B Manager Feedback and recommendations.
- Work with Superior in the preparation and management of the Department's budget
- Up selling skills

Hotel shelter Gwalior (M.P.)

1 April 2008 to 5 Aug 2010

Captain

- Answering guest queries and door greeter.
- Utilize suggestive selling techniques of all menu items, desserts and beverages
- Going extra mile to get customer satisfaction
- Responsible for ordering, filling, assembling and serving all food and beverages in accordance with standards.

Deepshikha Restaurant Indore (M.P)

10 Sep. 2006 to 25th Mar. 2008

Waiter

- Taking a restaurant reservation and reconfirming of reservation.
- Escorting the guest to their respective table.
- Answering the phone and door greeter.
- To ensure total guest satisfaction through prompt and efficient service in a courteous and Professional manner
- Utilize suggestive selling techniques of all menu items, desserts and beverages
- To Operate cash register or (POS) and responsible in handling money.

DECLARATION

I solemnly declare that the statements made by me in this form are correct to the best of my knowledge and belief.

Date: