



Ganesh Yadav

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D.O.B.- 8Th Feb'77

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Objective

"A Hotelier with a demonstrated history of versatile work experience in the Hospitality industry. Skilled in Hotel Operations, Events and Conferences, Food & Beverage, Specialize in the management of large convention hotels. Skilled as internal Consultant in analyzing existing and implementing the strategies and processes to improve productivity & efficiency. Hotel management, Business Communication, Employee engagement, Motivate & give clear direction to all employees.. Excellent at identifying potential business in a local market. Responsible for handling operations on a day to day basis. Having a strong ability to understand and carry out instructions. Committed to lifelong learning and staying connected with the latest trends in hospitality management and guest relations".

Experience

KAVACH GLOBAL KONNECTS PVT. LTD

Cluster General Manager Operations - Ayodhya Uttar Pradesh

NOV'24 - TILL DATE

- Managing all hotel operations and managing day to day activities of a prestigious hotel. Led & developed a team of Heads of Department to ensure high standard & budgeted profitability. Utilized guest feedback to improve KPI performance resulting in increased customer satisfaction. Oversaw all business areas with an eye for detail & ensured brand standards were consistently delivered. Adhered to company policies and procedures and supported the Director of operations in implementing the hotel business plan.
- Developing and implementing efficient strategies to ensure the smooth functioning of the hotel.
- Setting and achieving revenue and profit targets for the hotel.
- Creating and monitoring budgets, expenses and financial reports.
- Recruiting, Training and supervising hotel staff members.
- Maintaining high standards of Customer services and guest satisfaction.
- Handling and resolving any guest complaints or issues in a timely and satisfactory manner.
- Ensuring compliances with health, safety and licensing regulations.
- Monitoring and evaluating hotel performance and making necessary adjustment to improve efficiency and profitability.
- Keeping up-to-date with industry trends and developments to stay competitive in the market.

PRAVEG LIMITED

General Manager Operations - Ahmedabad Gujarat

MARCH'23 - OCT'24

PRAVEG TENT CITY NARMADA [201 Cottages & Villas]

- Manages all aspects of day to day operations of a prestigious hotel. Led & developed a team to ensure high standard & budgeted profitability. Utilized guest feedback to improve KPI .
- Spearheaded a team of 100+ personnel overseeing all aspects of hotel operations, ensuring top-tier guest services & facility management.
- Streamlined communication processes between departments resulting in improved efficiency and productivity.
- Successfully implemented cost-saving measures resulting in a 10% decrease in operational expenses.
- Increased Guest Satisfaction, Initiated a service focused training program that raised guest satisfaction scores by 20% in one year.
- Developed and implemented employee training programs resulting in a 15% increase in employee satisfaction.
- Collaborated with the marketing team to create innovative promotional campaigns resulting in a 20% increase in guest's footfall.
- Streamlined Inventory Management, Adopted new inventory protocols which decreased waste and operational expenses by over 10%.
- Built & maintained strong relationships with suppliers resulting in preferential rates and improved procurement Processes.

SMOOR CHOCOLATES INDIA PVT LTD

Lounge/ Cafe's Business Head- Bangalore

JULY'21 - MARCH'23

- Drived strategies for Restaurant operational departments during the pre-opening stage of dynamic new Restaurant while ensuring all aspects of production achieve the high-level quality expectation for customer service and satisfaction. Enforce strict 100% compliance to all regulatory guidelines and enterprise policies while proactively exploring solution to streamline spending and meet all financial goals. Perform a broad range of advanced administrative actions to support operational continuity. Quickly address any questions, requests or concerns posed by the client population and deliver exemplary customer service to establish brand loyalty, generate repeat business and enhance future sales prospects. Demonstrated superior fiscal acumen while heading the development, administration, and reporting for multiple budgets and components including labour food beverage, supplies and equipment expenditure.

Ginger Hotel – An IHCL Brand, Mumbai

Corporate F&B Manager

FEB'18 - JUNE'21

- Accountable for overall performance and financial well-being of the company's seven Restaurants. Manage all aspects of guest services. Sales and Marketing, Budget forecasting, Planning and operation updates. Coach managers and employees on performance, company policies, procedures, and discipline, when necessary. Administer and oversee payroll processes. Strategically planned, implemented, and completed. Lead business development in the community to expand client base and seek innovative ideas.

IRA BY ORCHID MUMBAI – KAMAT GROUP OF HOTELS

Sr. Restaurant Manager

NOV'15 - JAN'18

- Experienced Sr. Restaurant Manager with a proven track record of success in leading teams, driving revenue growth, and providing exceptional customer service. Strong leadership abilities and excellent communication skills in English and Hindi. Skilled in strategic planning, cost control and staff development. Most proud of implementing ecofriendly practices resulting in a cost reduction in energy consumption and mentoring future leaders for career advancement.

SAHARA STAR- MUMBAI

F&B Executive

APRIL'08 - OCT'15

- Passion for driving the standards of hospitality to new heights through innovation and top notch services. Day to day training and briefing, maintenance of the restaurant and tracking on indent. breakage tracking, maintaining of guest history, daily activities checklist and food festival calendar presentation.

THE LEELA KEMPINSKI MUMBAI

Captain F&B Service

APR'06 - MAR'08

LE ROYAL MERIDIEN MUMBAI

Team Leader F&B Service

AUG'02 - MAR'06

CIDADE DE GOA, GOA

Industrial Trainee

OCT'99 - MAR'00

Skills

- Pre opening of Hotels
- Sales & Marketing
- New business development
- Analytical skills
- Guest Satisfaction
- Time management

- Conference & Events Management
 - Inventory Management
 - Microsoft Office Proficiency
 - P&L Management
 - Recruitment, Training & Development
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Achievements & Awards

- Served the Hon'ble Prime Minister of India during AARAMBH 5.0 Conferences at Tent City Narmada Statue of Unity Kevadiya Gujarat
 - Served the Finance Minister of India during G20 Summit at Tent City Narmada Statue of Unity Kevadiya Gujarat
 - Served the G20 delegates during G20 Seminar on Trade Infrastructure at Tent City Narmada Statue of Unity Kevadia Gujrat.
 - Served the Legendary Indian Cricketer Sachin Tendulkar at Sahara Star Vile Parle Mumbai Maharashtra.
 - Been an integral part of the team of four consecutive Winners of "TIMES FOOD GUIDE AWARD" for Mabruk the Mediterranean Restaurant at SAHARA STAR Mumbai Maharashtra.
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Education

IHM- Patna (AICTE-DELHI)

1998-2001

Three years Diploma in Hotel Management and Catering Technology from IHM Patna - A

St Columbus College Hazari Bagh, Jharkhand.

1995-1998

B.Sc. Chemistry - B

Language

English, Hindi

Reference

Jagdish Duggal - Regional Head Operations

SMOOR CHOCOLATES INDIA PVT LTD

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Abhinash Yadav - Cluster Operation Manager

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