



**NITIN KANCHAN
EXECUTIVE ASSISTANT MANAGER
STERLING RESORTS OOTY (ELK HILL)**

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A keen professional with expertise in strengthening organization to lead in highly competitive situations

To secure the position in industry to cater excellence in hospitality sector and aiming to grow along with the development of the organization

~Having rich nearly 19 years of experience ~

Targeting challenging assignments in **Operations – Front of the House (Food and Beverages, Front Office, Sales and Marketing)**

**Total 7 years of experience as a Service Manager
(Ambuja neotias Swiss (Kolkata), Neemrana Heritage Resorts (Rajasthan), Leuba Resorts (Jaipur) IHCL SeleQtions Spectrum Resorts (Udaipur)**

Responsibilities Included:

- Top line sales & bottom line profit
- P&L for Resorts
- Strategizing the long term business directions of the hotel for ensuring maximum profitability in line with organizational objectives
- Managing all catered events working with clients.
- Implementing strategy to exceed revenue budgets, and increasing brand loyalty.

- Conceptualizing, planning, organizing and executing the footfalls in achieving targets
- Ensuring maximum guest satisfaction
- Providing training as well as motivating the front line staff to deliver 100% guest satisfaction
- Managing administration, staffing, recruitment, performance review and appraisal
- Organizing and conducting practical training programs for enhancing skills & motivational levels of medium to large sized teams with professional backgrounds
- Developing budgets & annual plans to manage facilities as per organizational needs & parameters; ensuring effective including Infrastructure, Housekeeping, Food & Beverage, Front Desk Operations
- Regulating cost effective logistic operations & seamless materials movement for ascertaining sufficient inventory levels

Skills and Competencies

Hospitality Management, F&B Management, General Administration ,Guest Service Excellence, ISO Implementation Pre-Opening of Hotel & Restaurants, Accounts Management Manpower/ Facilities Management, Hospitality Trainings Vendor Management ,Budgeting & Cost Controls ,Team Building &People Management

Major Job responsibility as Professional includes:

- Manage all day-to-day operations within guidelines and to the highest standards
- Preserve excellent levels of internal and external customer service
- Design exceptional menus, purchase goods and continuously make necessary improvements
- Identify customers' needs and respond proactively to all of their concerns
- Lead team by attracting, recruiting, training and appraising talented personnel
- Establish targets, KPI's, schedules, policies and procedures
- Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork
- Exceptionally well-organized with a track record that exhibits self-motivation, creativity, initiative to achieve both corporate and personal goals
- Solutions Driven & Customer Centric Professional
- Comply with all health and safety regulations
- Report to management regarding sales results and productivity

- The goal is to maximize sales and revenue through customer satisfaction and employee engagement.

EXPERIENCE DETAILS:

- **Oct 2022 – Till Date : Sterling Elk Hill Resorts**
- **COVID BREAK**
- **Aug 2019 – July 2021: Spectrum resorts, spa and Convention Udaipur F&B Manager**
- **Aug 2017-July 2019 : Lebua Resorts Jaipur F&B Manager (pre- opening) IHCL SeleQtions**
- **May 2016-Aug 2017: Hotel Neemrana Fort Palace as F&B Manger (Heritage Resorts)**
- **Oct 2014-Feb 2016: Ambuja Upcoming projects of Kutir in Eastern India, as Manager Food & Beverage (Pre-opening) IHCL SeleQtions**
- **Aug 2013 – Oct 2014: Hotel Ramada, Ahmedabad as Asst. Food and Beverage Manager**
- **Oct 2012 – Jul 2013: Hyatt Alila Diwa, Goa as a Restaurant Manager (Partial Pre- Opening)**
- **Jan 2009 – Aug 2012: Hotel Leela Palace Udaipur as Assistant Manager, Food & Beverage (Pre-opening)**
- **Jan 2005-June 2008: The Oberoi Udaivilas, Udaipur, Rajasthan as Food & Beverage Supervisor**

NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER

- Merit of receiving an 'Exceptional' for the fiscal year 2007-2008, The Oberoi Udaivilas for Food and Beverage
- Studied Risk Control Matrix as a part of self-intuitive training with the guidance of manager
- Part of a core team Food and Beverage The Oberoi Udaivilas when rated as number one in the world for 2008
- Awarded as the Best Employee of the year Food & Beverage in the year 2005 for Restaurants
- Successfully started new incentive programme for food and beverage in The Oberoi with assistance of Manager
- Bagged the award of Best Worker & Performer F&B for year 2010-11 in Hotel The Leela, Udaipur
- Was a part of an ISO 14000 team in The Leela palace Udaipur for the year 2011

- Played a key role as part of core opening team of The Leela Palace, Chanakyapuri, New Delhi

CERTIFICATIONS

- HACCP certification from The Leela Palace, Udaipur
- Certified Departmental Trainer by The Oberoi Centre of Learning & Development
- Certified trainer from Johnnie Walker
- Certification of Winning Guest Loyalty from The Leela Palace
- Certification of Train the trainer Workshop from The Leela Palace

EDUCATION

2005 Hotel Management from OSHM, Calicut, Wayanad

2003 Training programme from TAJ

Currently Residence : Surat

Born : Jhansi (Uttarpradesh)

Marital status : Married