



AMIT TIWARI

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Profile

Solution-driven, results-oriented, and passionate Hotel General Manager with extensive experience in both pre-opening and operational hotel management. Proven track record of exceeding expectations in service, profitability, and guest satisfaction. Skilled in driving top-line revenue and managing operations efficiently to ensure healthy profit margins. Specializing in creating exceptional experiences in the hospitality industry, with over 16 years of progressive experience across prestigious hotel brands like Grand Mercure, Fern Hotels, Lemon Tree Hotels, and Lords Hotels.

Core Competencies

- Planning and Organizational Skills
 - Strategic Thinking & Customer Focus
 - Talent Management & Team Development
 - Budgeting & Financial Forecasting
 - Decision Making & Problem Solving
 - Vision-to-Action Leadership
 - Performance & Quality Management
 - Market Research & Analysis
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In-depth Knowledge

- Budgeting, Forecasting & Financial Analysis
 - Opportunity & Risk Assessment
 - Performance Management & Process Improvement
 - Market Research & Analysis
 - Compliance & Standards Implementation
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Skills

- Sales & Marketing Strategy Development
 - General Management & Business Strategy
 - Revenue Management & Financial Planning
 - Brand Policy & Procedure Compliance
 - Vendor Negotiation & Conflict Resolution
 - Stakeholder & Local Authority Liaison
 - Team Welfare & Talent Management
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General Manager

Sunday Hotels, Vadodara, Gujarat — 12/2024

Work Experience

- Oversee the daily operations of a 96-room hotel, leading a team of 148 staff members to ensure smooth and efficient functioning.
- Develop and implement strategic plans aimed at optimizing hotel operations, enhancing guest experiences, and maximizing revenue.
- Lead and collaborate with department heads to meet and exceed hotel performance targets in alignment with company objectives.
- Prepare, manage, and monitor the annual budget, marketing strategies, and capital expenditure plans to ensure financial stability and growth.
- Ensure full compliance with all operational controls, SOPs, policies, and legal regulations, maintaining the highest standards of quality and service.
- Manage service recovery processes and swiftly address guest complaints to ensure satisfaction and loyalty.
- Conduct regular profitability and performance analysis, identifying opportunities to increase revenue while exceeding guest expectations.

General Manager

7 Apple Hotels, Vadodara, Gujarat — 12/2021 to 12/2024

- Responsible for overseeing daily operations and leading a team of 104 staff in a 75-room hotel.
 - Developed and executed strategic plans to optimize operations, enhance guest satisfaction, and maximize revenue.
 - Managed department heads and ensured hotel targets were achieved in line with company goals.
 - Prepared and managed annual budgets, marketing plans, and capital expenditures.
 - Ensured compliance with all operating controls, SOPs, policies, and legal requirements.
 - Oversaw service recovery processes and handled guest complaints effectively.
 - Provided ongoing profitability and performance analysis, with a focus on increasing revenue and exceeding guest satisfaction goals.
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Hotel Manager

Lords Hotel, Vadodara — 12/2020 to 12/2021

- Led operations for a 54-room hotel with multiple F&B outlets and a large banqueting space.
 - Developed and executed business plans, focusing on profitability, cost control, and guest satisfaction.
 - Worked with the sales team to acquire new corporate clients and managed key accounts.
 - Conducted financial analysis, including P&L statements, to ensure financial objectives were met.
 - Coordinated with department heads for smooth execution of activities and functions.
 - Handled all guest complaints and ensured exceptional service at all times.
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Assistant Director of Sales

Lemon Tree Hotels, Vadodara (Pre-Opening) — 04/2015 to 12/2020

- Directed hotel activities to maximize operational efficiency and hotel performance.
 - Managed guest feedback and implemented service recovery procedures to improve satisfaction.
 - Coordinated recruitment, training, and performance management of hotel staff.
 - Conducted regular property inspections and ensured compliance with standards.
 - Assisted the GM in business planning and executed daily, weekly, and monthly operations.
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Sales Manager

Fern Hotels, Vadodara (Pre-Opening) — 04/2012 to 04/2015

- Developed new business opportunities through proactive sales efforts, including direct sales, telemarketing, and event participation.
 - Managed corporate and travel agent room sales, maximizing revenue through strategic pricing and negotiations.
 - Worked closely with the Revenue Manager to optimize room pricing and sales strategies.
 - Represented the hotel at industry events and exhibitions to foster new business relationships.
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Assistant Sales Manager

Lords Hotels, Vadodara — 11/2009 to 03/2012

- Identified performance improvement areas and implemented sales training to enhance the sales team's effectiveness.
 - Developed long-term relationships with clients and provided exceptional service to ensure customer loyalty.
 - Actively contributed to the development and execution of sales plans and strategies.
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Sales Executive

Grand Mercure, Vadodara — 10/2008 to 11/2009

- Managed client acquisition and handled sales for corporate clients and banquet services.
 - Conducted market research to identify potential customers and build relationships.
 - Provided customers with service options and negotiated pricing when necessary.
 - Coordinated events, including catering, lodging, and security arrangements.
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Education

- **Bachelor of Arts**, Maharaja Sayajirao University of Vadodara, Gujarat
 - **Post Graduate Diploma in Industrial Relations & Personal Management**, Maharaja Sayajirao University of Vadodara, Gujarat
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Achievements

- Awarded "Sales Rock Star" nine times for generating the highest revenue in Lemon Tree Hotels (North & South Cluster).
 - Promoted from the Sales Department to the Operations Department as Assistant Hotel Manager at Lemon Tree Hotels.
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Personal Details

- **Date of Birth:** 26/11/1982
 - **Gender:** Male
 - **Marital Status:** Married
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Declaration

I hereby declare that the information provided is true to the best of my knowledge.

Contact Information

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