

# Pratiksha Pais

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## **Career Profile:**

*With extensive experience in five-star and luxury hospitality, I have successfully contributed to the **Front Office and Guest Experience departments** across globally renowned brands, including **Taj, The Lalit, The Leela, ITC, Hyatt, and ACCOR**. My expertise lies in delivering **exceptional customer service**, consistently exceeding guest expectations and enhancing brand reputation.*

*Throughout my career, I have honed my skills in **leadership, guest satisfaction, team building, and training & development**, ensuring seamless operations and a high-performance work environment. My ability to foster **memorable guest experiences** while maintaining operational excellence has been a key driver in my professional success.*

## **Business Exposure :**

### **Previous Employer :**

1. **The Leela Bhartiya City Bengaluru** – Director Guest Experience (April 2024 – Present)
2. **Ibis Mumbai Vikhroli** – Head of Department for FO and F&B – Guest Service Manager (Jan 2023 – Feb 2024)
3. **Grand Hyatt Goa** – Resort Host Manager (Oct 2021 – Jan 2023)
4. **Hyatt Regency Mumbai** – Guest Experience Manager (August 2019 – September 2021)
5. **The Leela Mumbai** – Assistant Manager – Guest Relations (November 2018 – August 2019)
6. **ITC Maratha, Mumbai** – Guest Relations Executive (Shift Incharge) (March 2017 – September 2018)
7. **The Lalit Mumbai** – Front Office Executive (Acting Duty Manager) (August 2015 – December 2016)
8. **Taj Land's End, Mumbai** – Guest Service Associate (August 2012 – March 2015)
9. **Parulekars Gym and Fitness Center, Mumbai** – Front Desk Associate (July 2011 – July 2012)

### **Responsibilities as Guest Service Manager – ibis Mumbai Vikhroli**

- Successfully managed **two departments** – Front Office and Food & Beverage – as part of a pioneering concept, with ibis Mumbai Vikhroli serving as the **pilot property** for this role.
- Led a team of **25 heartists and 6 interns**, ensuring smooth operations and high service standards.
- Designed and implemented **team rosters and leave plans** for optimal workforce management.
- **Achieved key audit scores**, including an outstanding **99% in BARE AUDIT 2023**.
- Served as the **ALL Loyalty Champion**, consistently exceeding **YTD targets** for dining credit and enrollments.
- **Expert in extranet platform management**, maintaining high **review response rates** and **RPS scores** across Online Travel Agencies (OTAs).
- Strong **data analysis capabilities** across PMS and other operational software.
- Extensive expertise in **restaurant, banquet, and room service operations**, ensuring seamless guest experiences.
- Managed **monthly inventories** for liquor, bar, CCG, store, and library, ensuring accurate

- requisitions and **cost control**.
  - Prepared and analyzed **monthly P&L reports**, ensuring all expenses remained within departmental budgets.
  - Ensured **zero revenue loss** by enforcing policies on **no-shows, early arrivals, and late departures**.
  - Successfully met and exceeded **monthly room, F&B, and liquor sales targets**.
  - Spearheaded **training and development programs**, cultivating high-performing guest service champions.
  - Conceptualized and executed **monthly Food & Beverage promotions**, enhancing guest engagement and revenue.
  - Focused on **guest experience enhancement**, consistently improving **guest satisfaction scores**.
  - Elevated **Zomato ratings** from **3.4 to 4.3** in a year through strategic service improvements.
  - Expert in **crisis and risk management**, process development, and implementation for operational excellence.
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### **Responsibilities as Resort Host Manager – Grand Hyatt Goa**

- *Oversaw daily resort operations, ensuring smooth execution across all departments.*
- *Acted as the **primary contact** for guest concerns related to **service quality, incidents, and on-site experiences**.*
- *Conducted **VIP room inspections**, ensuring flawless execution in coordination with respective teams.*
- *Performed **property rounds** to maintain high standards across all guest areas, ensuring cleanliness, **functional lighting**, and **well-maintained equipment**.*
- *Regularly inspected **F&B outlets** during meal times to verify service quality, food presentation, and operational efficiency.*
- *Monitored **spa operations**, ensuring **luxury wellness standards** were upheld.*
- ***Resolved guest issues proactively**, fostering seamless interdepartmental coordination.*
- *Implemented **best operational practices**, contributing to **brand-standard consumer audit success**.*
- *Collaborated with **Department Heads and the Leadership Committee** to drive guest satisfaction and **hotel-wide success**.*
- *Ensured **accurate guest data entry**, adhering to **clean data principles**.*
- *Maintained strong knowledge of **safety and emergency procedures**, ensuring compliance with accident prevention policies.*
- ***Enhanced customer service scores**, aligning with hotel performance benchmarks.*
- *Led **service recovery efforts**, ensuring prompt resolution of guest concerns.*
- *Provided strategic **operations recommendations**, contributing to the development of **policies, procedures, and quality standards**.*
- *Worked closely with the **General Manager and senior management** to implement strategic plans and drive operational excellence.*

### **Guest Engagement Activities**

*Organized and executed a variety of guest engagement events tailored for **VVIPs, long-stay guests, single lady travelers, families, and Platinum-level guests**. These initiatives significantly enhanced guest satisfaction, generating **positive social media feedback** and high ratings on **online guest comment cards**.*

*Key events included:*

- **Cocktail Making Competition**
- **Salad Making Competition**
- **Halloween Event (Cocktail Party)**
- **Diwali Celebration (Traditional Indian Sweets & Firecrackers for Guests)**
- **Yoga & Wellness Event (Accompanied by a "Go Green" Breakfast)**
- **Christmas Cocktail Party**
- **Monthly Cocktail Party – Hosted by the Guest Relations Team and the General Manager**

### **Awards and Honors**

**Taj Land's End, Mumbai:**

- **Employee of the Month – September 2012, October 2013**

**The Lalit Mumbai:**

- **Best Groomed Employee – September 2015**
- **Star of the Month – October 2015, December 2015, January 2016, March 2016, May 2016, June 2016, August 2016**

**ITC Maratha, Mumbai:**

- **Best Employee of the Quarter – July–September 2017, October–December 2017, January–March 2018, April–June 2018, July–September 2018**
- **Certificate of Participation (Jallosh – Annual Day) – May 2017**
- **Certificate of Appreciation – October 2017, December 2017, July 2018, September 2018**

**The Leela Mumbai:**

- **Employee of the Quarter – January–March 2019**

**Hyatt Regency Mumbai:**

- **Medallia Champion – 2019**
- **Guest Voice Champion of the Quarter – July–September 2024**

**Special Recognition:**

- **Appreciation Letter from Area VP South, Mr. Madhav Sehgal**
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## **Online Reputation Management & Guest Feedback**

*Actively managed guest feedback and online reputation, achieving:*

- **56 TripAdvisor Reviews** while at **The Lalit Mumbai**
- **199 TripAdvisor Reviews** while at **ITC Maratha, Mumbai**
  - Served as **TripAdvisor Custodian**, monitoring daily guest reviews, motivating the team to enhance guest interactions, and generating **weekly performance reports** for the Relationship Manager and Front Office Manager.
- **100+ TripAdvisor Reviews** at **The Leela Mumbai**
- **100+ TripAdvisor Reviews** at **Hyatt Regency Mumbai**

## **Technical & Software Proficiency**

- **Property Management Systems (PMS):** Fidelio, Opera 5.0, Opera Cloud
- **Guest & Hotel Operations Systems:** Vicas, Vision, JVD, Micros Symphony, Resaweb
- **Reputation & Guest Feedback Management:** Medallia, TrustYou
- **Inventory & Procurement Management:** Material Control

## **Computer Proficiency**

- Well-versed in **Microsoft Office Suite** – Word, PowerPoint, Excel, Outlook
  - Experienced with **Lotus Notes** and other email communication platforms
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## **Educational Qualifications**

- **Certification in Aviation & Hospitality Management**
    - *Kingfisher Training and Aviation Services Limited (KTASL), Mumbai*
  - **Higher Secondary Certificate (HSC)**
    - *Shankar Narayan College of Arts & Commerce, Mumbai*
    - **Aggregate Score: 70.5%**
  - **Secondary School Certificate (SSC)**
    - *Holy Cross High School & Junior College, Mumbai*
    - **Aggregate Score: 75.5%**
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## **Personal Attributes & Strengths**

- **Continuous Learner:** Always eager to acquire new skills and adapt to industry trends.
- **Integrity & Reliability:** Honest, sincere, and committed to excellence in service.
- **Problem-Solving & Decision-Making:** Strong analytical thinking to resolve challenges effectively.
- **Time Management & Prioritization:** Ability to manage multiple tasks efficiently while meeting deadlines.
- **Resilience & Composure:** Maintains high performance under pressure.
- **Team Collaboration & Leadership:** Confident in group settings, fostering motivation and direction among peers.
- **Influencing & Negotiation Skills:** Skilled in persuading, discussing, and reaching agreements effectively.