



Arun Prakash

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Tamil Nadu,

INDIA

PROFESSIONAL SYNOPSIS

An astute, results-oriented leader with proven success of around 18 years in managing operations, process management, quality management/audits, business development, Guest Relationship Management, Training & Development in the Hospitality Industry. Currently designated as Room Division Manager in Planet Hollywood, Thane City, Maharashtra. Managing the business processes and operations of the room division. Having experience driving the top line revenue and GOP, various quality improvement processes, and planning training for continual improvements in the services. Effective communicator with good interpersonal skills and abilities, leading cross-cultural teams, and establishing relationships for achieving organizational and personal goals.

ORGANIZATIONAL EXPERIENCE

PLANET HOLLYWOOD THANE CITY, MAHARASHTRA ROOM DIVISION MANAGER (APRIL 2024 – TILL DATE)

A 5-Star deluxe Hotel in thane, Maharashtra with 125 keys, with four food & Beverage outlets, 2 Bars, In Room Dining and Banquets.

ACHIVEMENTS:

- Department head of the Year 2022-2023.
- Rooms profitability of 83% for the year 23-24 and YTD 24-25, 85% for the year.
- Part of the key team spear heading 5 Star classification.
- Part of key team Implementing of FSSAI standards.
- Awarded Departmental Winning Ways Departmental Leader Midyear -2019.
- Awarded Winning Ways Departmental Team for Q1 2019 & Q4 2020.
- Starwood NextGen Service Culture Champion- Certified Service culture Trainer for Le Méridien Brand.
- Property Operational Excellence Champion and Trained Lean Practitioner.
- Successfully completed Training skills Workshop by Starwood Hotels and Resorts.
- Certified Behavioral Interviewer by Starwood Hotels and Resorts.
- Certified Crowne Plaza Guest Experiences and continuous Improvement Champion.
- Property Stay experience champion for Hilton.
- Part of five pre-opening hotel in which 3 are as head of the department.

KEY RESPONSIBILITIES

- Planning the Operations for exceeding Guest service satisfaction.
- Driving Revenue & GOP.
- Room Sales & Revenue management.
- Training & Development of mid-level leaders and senior leadership team.
- Guest Relationship Management
- P & L Review of the hotel.
- Assisting the General Manager in preparing the hotel Budget & capex.

PREVIOUS ASSIGNMENTS

- Worked as **Room Division Manager** for **DoubleTree by Hilton Goa-Arpora-Baga** from Jan 2024 to April 2024.
- Worked as **Executive Housekeeper** for **Planet Hollywood Thane City**, from April 2022 to Jan 2024. (Pre- Opening Hotel).
- Worked as **Executive Housekeeper** for **Novotel Pune Nagar Road**, from May 2021 to March 2022.
- Worked as **Executive Housekeeper and Property Guest Experience Champion** for **Crowne Plaza Kochi an IHG Hotel** since September 2018 to May 2021.
- Worked as **Executive Housekeeper** for **Novotel Goa Dona Sylvia Resort**, from August 2016 to September 2018. (Part of rebranding team of Dona Sylvia Resort to Novotel Dona Sylvia.
- Worked as **Executive Housekeeper & Property Operational Excellence Leader** for **Le Méridien Paro, Riverfront, Bhutan** since Feb – 2015 to Aug 2016. [Pre- Opening]
- Worked as **Assistant Executive Housekeeper & Property Operational Excellence Champion** for **Le Méridien, Kochi** since Oct – 2013 to Feb - 2015
- Worked as **Assistant Executive Housekeeper** for **ALILA DIWA GOA** from May – 2013 to Sep-2013.
- Worked as **Assistant Manager Housekeeping** for **THE WESTIN, Mumbai** from Oct-2011 to April 2013.
- Worked as a **Housekeeping Executive** for **Alila Diwa Goa** since September-2010-September 2011[Alila Diwa Goa bags the **HICSA 2011 Critics Award** - Best New Hotel in India] (pre-opening, opened the DIWA CLUB).
- Worked as a **Housekeeping Team leader** for **THE WESTIN, Mumbai** from Sep-2009 to Sep-2010. [Joined as a Pre-Opening Team Leader].
- Worked as a **HK Assistant** for **THE OBEROI UDAIVILAS** from March 2007 to August 2009. [THE OBEROI UDAIVILAS has been awarded as world's best hotel-2007 by Travel leisure readers' poll Worlds 4th -2008 by Conde Nast reader's poll]

ACADEMIC QUALIFICATION

- D.H.M.C.T. at State Institute of Hotel Management & Catering Technology, Tiruchirappalli, Tamil Nadu 2003 - 2006.
- M.B.A. at Sikkim Manipal University. [2006-2008]
- H.A.C.C.P. at State Institute of Hotel Management & Catering Technology, Tiruchirappalli, Tamil Nadu.

PERSONAL INFORMATION

D.O.B : 20.04.1986
Sex : Male
Nationality : Indian
Marital status : Married

DECLARATION

I hereby declare that the above-furnished details are true to the best of my knowledge.

PLACE: Thane
DATE:

YOURS TRULY
ARUN PRAKASH