



Abhilash Menon

GENERAL MANAGER

Experienced hotel general manager with 18+ years of delivering exceptional hospitality and exceeding guest expectations. A results-driven leader with a strong work ethic, financial acumen, and a passion for optimizing resources. Skilled in motivating teams, resolving conflicts, and ensuring top-notch service to achieve organizational goals.

Contact

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House – 85 B Lifestyle Homes. Sigma city Ext Patiala road Zirakpur Punjab

My Profile

- Date of Birth: 28th March 1984
- Fathers Name: Mr. Ramesh Menon
- Sex: Male
- Marital Status: Married
- Languages Known: English, Hindi, Malayalam, Punjabi
- Blood group: O+

Hobbies

- Playing and watching sports, specially cricket
- Watching Reality television serials

Operational Skills

- Shaw man, Touché, Micros (point of sale software), ResPAK, MS-Office, InternetKnowledge, Menu designing.
- Micros and Touche

Key Skills:

- To ensure the smooth functioning of our outlet to provide a memorable food and beverage experience to guests, thereby achieving maximum guest satisfaction and organisational profitability in an atmosphere of high employee morale.
- Bringing a solid track record of managing and motivating staff members and providing exceptional customer service to ensure smooth operations and maximise customer base.
- Offering diverse experience in hospitality management along with exceptional customer care skills to bring excellence in daily operations
- Staff training and welfare.
- Maintaining guest preference records and database
- Expertise in innovative cocktails and mocktails and wine training and presentation
- Co-ordination with other ancillary departments to ensure smooth functioning of operations
- Highly focused on Food and Beverage latest trends and expertise

Educational Details

- Bachelor Degree in Hotel Management from I.H.M Jaipur (Rajasthan) in 2006.
- B.s.c in Tourism from “IGNOU” University in 2006.
- Completed Higher Secondary from CBSE Board (CBSE) in the year 2002 in non-medical stream.
- Completed Matriculation from CBSE Board (CBSE) in the year 2000.

Achievements

- To win Manager of the month for 3 times at JW Marriott Chandigarh.
- To win Manager of the year 2 times at JW Marriott and once at The Lalit Chandigarh.
- Awarded “COO” club member in the year 2008 at Taj Chandigarh.
- Awarded Platinum star in the year 2007 at Taj Chandigarh.
- Awarded Gold level star in 2006 at Taj Chandigarh.
- Awarded best pre-opening Team member, Shining gem, in F&B service at Leela Gurgaon.
- To successfully finish certified Skills Trainer at Leela Kempinski Gurgaon.
- Awarded employee of the month three times at Taj Chandigarh and Leela Kempinski Gurgaon and Leader of the month twice at Leela Gurgaon.
- Successfully finish “A” Grade certification for Serves food handler.
- To successfully finish-Bar Arts certification, Beverage Certification, Higher Beverage certification, Wedding Planner, First Aid certification, Executive Lounge certification,” I am JW Marriott expert “certification at JW Marriott.

Personal Strengths:

- Highly self-motivated, with strong ability to excel in an organization.
- Excellent problem-solver, displaying tenacity and diligence during challenging assignments.
- Demonstrated team-building capabilities.
- Exceptional desire to help others.
- Versatility, adaptability and willingness to tackle new responsibilities.
- Self-assured, assertive, and self-confident

Core Qualifications:

- Operational knowledge
- Policy and procedure adherence
- Property maintenance
- Customer service

Professional Experience:

GENERAL MANAGER – SAROVAR PREMIERE, AMRITSAR | MAY 2023 – PRESENT

- Spearheading the pre-opening operations of a 85-key property with 4 F&B outlets and 50,000 sq. ft. of banqueting space.
- Overseeing all aspects of hotel management, ensuring seamless execution and guest satisfaction.

MULTI-PROPERTY FOOD & BEVERAGE HEAD – HOLIDAY INN RESORT SOUTH GOA | APRIL 2022 – APRIL 2023

- Managed 5 F&B outlets and nearly 100,000 sq. ft. of banqueting facilities.
- Played a key role in operations at the renowned Fisherman's Wharf, enhancing guest experiences and driving revenue.

VERTICAL HOSPITALITY HEAD – VR PUNJAB AND VR AMBARSAR | JANUARY 2021 – FEBRUARY 2022

- Led hospitality operations across two prominent centers of Asia's leading retail and mall chain.
- Focused on strategic planning and exceptional service delivery for retail-driven hospitality.

FOOD & BEVERAGE MANAGER – FAIRFIELD BY MARRIOTT, AMRITSAR

- Managed operations for a 134-key hotel with 2 F&B outlets and approximately 4,000 sq. ft. of banquet space.
- Focused on optimising guest satisfaction and operational efficiency.

FOOD AND BEVERAGE MANAGER – RADISSON CHANDIGARH (PRE-OPENING) | JULY 2018 – JULY 2020

- Managed operations for a 104-key five-star deluxe hotel with five F&B outlets and over 45,000 sq. ft. of banquet and convention space.

FOOD AND BEVERAGE MANAGER | OCTOBER 2017 – JUNE 2018

- Supervised a team of 36, including restaurant managers, executives, and waitstaff.
- Maximised revenue through cost control, theme nights, and supplier partnerships.
- Achieved a 16% growth in guest satisfaction scores (GSS) for breakfast and 7% overall.

Key contributions:

- Improved GSS, TripAdvisor, and Zomato ratings.
- Developed unique service styles aligned with corporate standards.
- Conducted team appraisals and ensured regular training to stay updated with industry trends.
- Reduced breakages through control plans and training programs.

BANQUET MANAGER & ASSISTANT FOOD AND BEVERAGE MANAGER – THE LALIT CHANDIGARH (PRE-OPENING) | FEBRUARY 2014 – SEPTEMBER 2017

- Oversaw operations at a 179-key five-star deluxe hotel with six F&B outlets, including Kitty Su and award-winning restaurants, and 28,000 sq. ft. of banquet space.
- Delivered seamless banquet and convention services while maintaining high operational standards.

VARIOUS ROLES – JW MARRIOTT CHANDIGARH | MARCH 2011 – JANUARY 2014

ASSISTANT RESTAURANT MANAGER (MARCH 2011 – APRIL 2012)

OUTLET MANAGER (APRIL 2012 – JANUARY 2013)

BANQUET MANAGER (JANUARY 2013 – JANUARY 2014)

- Played a pivotal role in managing six F&B outlets and 35,000 sq. ft. of banquet and convention space for a 165-key five-star deluxe property.

FOOD AND BEVERAGE EXECUTIVE & TEAM LEADER – LEELA KEMPINSKI GURGAON | OCTOBER 2008 – MARCH 2011

- Handled operations for a 430-key five-star deluxe hotel with seven F&B outlets and over 40,000 sq. ft. of banquet space.
- Streamlined processes to enhance guest experiences and operational efficiency.

TRAINEE – TAJ GROUP OF HOTELS (CENTRE OF EXCELLENCE PROGRAM) | AUGUST 2006 – OCTOBER 2008

- Contributed to the operations of a 164-key five-star hotel with four F&B outlets and 12,000 sq. ft. of banquet space.
- Developed a strong foundation in hospitality management through hands-on training.