

Nitin Gupta

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Career Objective

To find a stimulating and challenging role in hospitality and public relations where I can use my excellent interpersonal, management and leadership skills to make a positive contribution and confidently lead a team.

Work Experience

June 1, 2023 – Till date

Thimphu, Bhutan,

Director of Operations with Marriott International at Le Meridien.

Responsibilities:

- Managing daily operations at the hotel (Property leader)
- Ownership management
- Budgeting and forecasting
- Finance acumen – GOP, NOP, Cost control, RevPar
- Revenue goals – REVPAR, F&B Revenue and guest satisfaction.
- Balance score card of the hotel
- Monitoring loyalty via guest voice, TripAdvisor, Google Review
- Coordination with ownership and area office to ensure the smooth operations.
- OPEX & CAPEX, FIAT, A&L, MI-66
- F-90 discussion with ownership and execution.
- Implementing SOPs & LSOPs as per the local law.
- Ensuring the GFSA food safety compliances & service quality.
- Ensuring the sustainability matrix at the hotel.

Achievement: First Marriott hotel in the region to host honorable Prime Minister Sh. Narendra Modi.

January 25, 2021 – May 31, 2023

Thimphu, Bhutan,

Director of Sales with Marriott International at Le Meridien.

Responsibilities:

- Re-opened the hotel amid Covid-19 and successfully led the operations & GOPs
- Implementing the sales strategies and cascade it to the sales team to ensure profitable business.
- MAR RFP, One source, Marketing calendar, Weekly F&B updates, Goal settings, GFSA & self-audit.
- Executing marketing activities via social media, Radio and third party testimonials.
- Sales calls to source markets such as India, Thailand & Singapore.
- Coordination with NSO/ GSO for MICE business.

- Meeting vendors on monthly basis to track purchase and payments.
- Routine sales call with the team in order to ensure the profitable conversions.
- Implementing all Sops and Lsops as per brand standards.
- Owners deck, executive summary, F-6, cash flow summary, MIP-66, BSC,
- Departmental goal settings and balance score card spread.

April 1, 2015– March 31, 2020

New Delhi, India,

Associate Director of Sales, Crowne Plaza Today New Delhi Okhla an IHG hotel

Responsibilities:

- Planning of room & conference business targets for sales team.
- Planning of market driven forces such as **MARKET PENETRATOON INDEX (MPI), REVENUE GENERATED INDEED (RGI) & AVERAGE RATE INDEX (ARI).**
- Organizing the daily meetings with managers and assistant managers for daily revenue planning.
- Organizing the pre function meetings with operational departments and brief those detailed Requirements.
- Organizing trainings like HMM (Harvard Management Modules), IHG way of sales, Lead tracker & meeting broker etc.
- Negotiating pricing for rooms and conferences with corporate and individuals.
- Credit control and regular payment follow up for outstanding payments & manage them on time.
- Conversion of MICE leads generated by managers into confirm business.
- Directing and overseeing reservations, reception and concierge activities to ensure timely confirmations.
- Preparing expense sheets and alien it with budgets on monthly basis.
- Describing revenue targets among team and supervise them to achieve them on time.
- Meeting in house guests in order to take their feedbacks and resolution of their problems if any.
- Tracking of DSR, PERFORM, STR and Lead tracker reports. • Overlooking and coordinating with GAD and GAM for RFPs.

August 16, 2013 till 31st March 2015

New Delhi, India

Senior Sales Manager, In reach Hotels a unit of Lucky Star Estate Private Ltd.

Park Regis –Jaipur, Park Inn By Radisson New Delhi & Vikram Vintage Inn- Nainital.

Responsibilities:

- Planning of corporate business for all hotels and organizing available assets in systematic order to achieve revenues.
- Controlling of Central Reservation System (CRS) and reservation departments of all three hotels.
- Coordinating with unit general managers for smooth operations.
- Organizing off sites and leisure groups for corporate companies & arranging accommodation, meals, transportation, sightseeing.
- Organizing MICE events such as Meetings, conferences & big exhibitions in the banquets and conference halls.
- Making department budget and alien it with budget through revenue channels.
- Oversee team performance on regular basis and supervise them for better results.
- Liaising with local legal authorities to regulate the safety and security measures.
- Training and development for employee for effective results.

- Complete control on credit and bad debts & oversee account department on their continuous follow ups.
- In house meetings with guests and take their satisfactory feedbacks. Delivering a cost effective solution of their concerns.

July 05, 2011 till August 14, 2013

New Delhi, India

Assistant Sales Manager, Clarion Collection by Choice hotels

Responsibilities:

- Planning of prospective corporate company's room and conference business for the hotel.
- Keep a track of local projects in the city to target long stays for service apartment business.
- Organizing the prospective clients in order to their business volume and duration of stay.
- Keeping a track of reservations entered and confirmation sent.
- Organizing the conference and accommodation for FIT as well as groups.
- Providing local tourism information and arranging transportation for local sightseeing.
- Coordinating with food & beverage department in arranging meal plans for resident and non-resident guests.

December 28, 2009 till July 04, 2011

New Delhi, India

Assistant Sales Manager, In reach Hotels

Park Regis –Jaipur, Park inn By Radisson New Delhi & Vikram Vintage inn-Nainital

Responsibilities:

- Planning of generating room and conference revenue for all three hotels.
- Meeting the important guest regularly to maintain their feedbacks.
- Organizing the residential conference and leisure conference for corporate companies.
- Coordinating with front office for smooth check-ins and reservations for booking confirmations & timely replies.

January 2, 2006– January 31, 2008

Faridabad, India Sales Executive, Atrium Hotels & Conferencing, A Unit of The Claridges Hotels & Resorts

Responsibilities:

- Making cold calls and convert them into productive ones.
- Generating MICE and FIT business for the hotel.
- Making DSR on daily basis and discuss it with Sales Manager
- In house entertainments of residential guests

Technical Skills:

- MS office, OPERA, Salesforce.com, IDS, One source, WinHMS

Hobbies:

- Social Media, Learning Languages, Reading, Travelling,

Educational Qualifications

Serial No	Date	Examination/Degree	Board/University	Result
1	April 1,1996 to June 23,1997	Matriculation Examination	Haryana	First Division
2	April 1,1998 to May 30,2000	Senior Secondary	CBSE	Second Division
3	June 1 2000 to June15, 2003	Graduation Degree	Kurukshetra University	First Division
4	June 1, 2003 to July 21, 2005	Masters in Hotel Management	Kurukshetra University	First Division
5	July 1, 2004 to July 8, 2005	Certificate in German	Kurukshetra University	Second Division.

Personal Details:

- Date of Birth : October 17 ,1981
- Status : Married
- Nationality : Indian

(Nitin Gupta)