

# Francis Gill



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## Profile

A focused, committed, highly passionate, and seasoned hospitality professional, I understand the current hospitality trends, coupled with ability to manage large team, create revenue strategies with intensive knowledge gained within the leisure / hospitality sector. Commercially sound with the ability to identify business opportunities, conceptualization, planning and implement effective sales and promotional marketing activities. Very strong on time management, organization, and administrative activities. Optimizing resources to maximizing performance and ensuring quality standards.

## Managerial Skills

### Large-scale Operational Management:

- Maintaining excellence in customer care via self-brand standards & auditing and creating strategies to enhance guest experience & delights.
- Allocating resources both human and material to maximize performance and efficiency.
- Planning, organizing, and coordinating special food & Beverage events.
- Re-branded the multi cuisine restaurant Blue Betel café as an Multi Cuisine Al fresco restaurant La Luna.
- Identifying and following up on business opportunities instigating initial contact with decision-making ability.
- Compliance with all type of legal certifications i.e food and Safety, health & hygiene, licenses, and other legal compliances.
- Vendor and stock management Supply chain, rotation, replenishment, and inventory control processes.
- Identifying and selecting vendors / wholesalers to ensure cost-effectiveness.
- Pre-opening and post opening P&P, Processes, and system.
- Hotel CAPEX & OPEX management.
- Developing modules for soft skill and other service-related departmental training.

### Financial Management:

- Autonomous P&L control with responsibility for maximizing year-on-year turnover & profitability.
- All aspects of Yield management and production of annual budgets and forecasting
- Payroll management.
- Maximizing revenue and controlling cost.
- Financial Analysis, MIS and Interpretation
- Risk management

### Human Resources Management:

- Policies and procedures on recruitment, interviewing, assessment and recruiting suitable applicants across all disciplines.
- Devising, implementing, and delivering in-house training.

- Conducting regular reviews and appraisals.

#### **Career Progression: -**

**Eden Greenz Resorts, Banquets, Golf and Spa, Nagpur, (Maharashtra), 5\* Luxury Resorts, General Manager, November 2023 till Date.** [www.edengreenz.com.](http://www.edengreenz.com)

#### **Scope of work**

Managing the Pre-opening of a 5\* luxury (45acres) resort outside of Nagpur and helping in setting up the following: -

- Large banquets appx. 2.25lakh sqr fts (covered and open gardens) (Operational)
- 72 rooms accommodation block. (Operational)
- 33 Club House luxury suites including 20 luxury suites, 6 honeymoon suites, 6 Golf facing suites and 1 presidential suite. (25 club Suite Operational)
- High end club house,
- 9-hole golf course,
- 225-seater Multi Cuisine restaurant with Al-fresco dining area,
- Bar & IN Room Dining,
- Various Kitchen areas i.e. Conti, Chinese, Indian, Halwai, Bakery and stores etc.
- 25000 sqr. feet's Spa and Wellness, Salon, 3000sqr feet's Gym, 4 swimming pools + various other recreation areas etc.

Apart from the above, handling administration & operation of the Resort. Planning Sales and marketing activities, banqueting events + parties, food and beverage promotions / programs, preparing budget plans with Profit & Loss statements, inventory control and training & mentoring etc., Planning wellness retreat programs, equipment & product determination, owner & vendor management, Human resources movement and hiring etc.

**Cluster General Manager (4\*Boutique Resorts – Munjoh Ocean Resort – Havelock Island and Munjoh Island House – Port Blair) A & N Island, November 2021 to November 2023.** [www.munjoh.com](http://www.munjoh.com)

#### **Reporting to Managing Director**

Munjoh Resorts, Andaman & Nicobar Island are located within the mesmerizing hill top and coastal locations in this picturesque and amazing islands. Andaman & Nicobar is a center of Indian freedom fighter history, the most prominent island, Port blair, havelock and Neil Island are scattered throughout these islands. The white sand beaches, crestal clear sea water and marine life makes it an ideal destination for families, honeymooners, couples, and people looking at cost effective tourism against the costly proposition of Maldives, Mauritius, and other nearby destinations. The primary focus of this resorts is to provide the home away from home experience, with best of curative food choices, in room experience and comfort, activities and relaxing yet entertaining environment.

#### **Scope of work**

Managing three 3 keys concepts - Serenity / Spirituality / Sensuality within Munjoh Resorts with various food & beverage promotions / programs, sales and marketing activities, Profit & Loss, revenue management, inventory control and training & mentoring etc. handling day to day operations, wellness retreat programs, equipment & product determination, owner & vendor management.

The Munjoh experience embraces the luxury of relaxed travel. A stay with **Munjoh Ocean Resort** (32rooms) is about a connection with the sea, sands and surf, its culture and wildlife, a celebration of regional cuisine, luxurious lodgings, and Spa & wellness services. It offers a genuine sense of connection with nature, a union of sights, scents, and tastes. Guest itineraries are tailor-made, creating a personal, lasting connection with the destination.

**Munjoh Island House** (41 rooms) is a serene, healing, ultra-private sanctuary nestled comfortably on a

hillside in the Village of Sippighat, where the rainforest watches from afar the rhythmic currents of back waters and ocean.

#### Achievements:

- Being a Cluster General Manager, have achieved the highest revenue in the last 12 years of Munjoh resorts operational history.
- Consistency in service delivery and achieving close to 80+% in GSA index score.
- Managed and brought employee attrition to below 27% from 55%.
- From 9<sup>th</sup> ranked to 3rd place on Trip Advisor
- Vendor relations and achieved their confidence through vendor management system & payment process.
- Developed, trained & nurtured local talents, created career pathing plan and executed for further growth.
- Improved local market penetration.
- Handled all licensing, local regulations, and renovation compliances
- Ownership management
- Managed 82 employees with 11 HOD's and team leaders across 2 properties.

**Operation Head, Country Inn & Suites by Carlson**, Sahibabad, UP, (Part of the Raddison Hotels) November 2017 to July-2020 [www.countryinn&suites.com](http://www.countryinn&suites.com)

#### Responsibilities:

Managing Spa & wellness, salon, yoga, fitness centers and pool. There are 4 treatment rooms, fitness centers, one large pool and Salon area for hotel residence and local HNI clients. The biggest challenge was to keep the morale of the staff high, which was addressed with regular meetings & counselling sessions, trainings, and value-added mentoring.

#### Achievements:

- Within the first 6 months, I have given the spa and salon a new positioning and identity in the market.
- Created a new makeup and bridal studio with creative menu options.
- Streamlined the policy and procedures for better performances and smooth operations.
- Implementation of revised and new SOP's
- A guest experience & well-being program in Spa and salon was introduced.
- Increased revenue to 4 folds within a span of 28 months.

**Vice President – Operation & Developments: Amritsar, Punjab, India, Iresh Beach Pub & Bar**, March 2017 – November 2017 [www.ireshbreach.com](http://www.ireshbreach.com)

Reporting to Managing Director

An amazingly ultra and high-end Pub and Bar, in the heart of Amristar, one of the few places, where all genres / class arrive at one platform to indulge in finest wine and dine experience. My learning and exposure to the mainstream hospitality industry at Iresh beach made my experienced worth the time spent.

#### Responsibilities

- Managing the operation with senior floor manager, bar manager and other leadership team to ensure a protective, clean, and high-quality service space for our discerning customers.
- Inventory management, staff training (service / soft skills, time management and presentation), budgeting, marketing plan, staff utilization and scheduling procurement, pay role managed, recruitment, POS software operation
- Licensing and Liaison for new registration and renewal, Business plan for expansion for franchise developments, Sales and marketing plan for low day selling, facility audit with mystery auditor,

- various promotional events, and activities to increase sales.
- Team size – 37.

### Achievements

- During my tenure with Iresh Beach pub & Bar at Amritsar, we have achieved highest revenue of all-time high of 1.07CR in one month within the first 3 months of joining.
- The outlet became the hub for all top shot's celebrities, movie stars, bureaucrats, HNI clients of Amritsar + Close cities.
- Managed to control the attrition rate well under control due to efforts in training, mentoring, creating a incentive plans for high sales, bright future plans for team etc.

### Operation Head – North India,

F TV Salon & Spa / HOUSE of Wellness, April 2015 – Feb 2017

[www.ftvsalon.com](http://www.ftvsalon.com)

Reporting to Managing Director

The world-renowned Fashion TV, opening their first and high-end ultra luxury venture of FTV Salons & wellness centers across Pan India, with the expansion plan of opening nearly 150 units. The concepts of bring fashion, beauty and latest trend in hair styling and designing, made it an amazingly unique concept.

### Responsibilities:

- Pre-opening team for conceptualizing, vendor sourcing, logistics, human resources and projects managements.
- Training and mentoring team with training task list and SOP's and P&P's. Training for all levels of employees including Soft & technical training etc.
- Develop and introduce franchise business plan for promoting FTV in north India.
- Created Membership programs for Salon and Wellness section.

### Achievements

- Met self-set goal of increasing local guests' utilization: increased low day revenue from 20-30% in volume head counts through various salon / wellness promotions and negotiating with local corporates, fashion houses, branded jewelry shops and residences.
- Exceeded the budgeted revenue by 27% by consistently promoting the special HOW membership scheme and implementing wellness classes.
- Created 5 franchise business units in North India in major city i.e. Ludhiana, Jalandhar, Jaipur, Jammu, Amritsar etc.
- Managed 100+ staff

### Vice President – Operation & Development, Anrough Holdings Pvt. Ltd. A hospitality management Company. Nov 2013 – March 2015

Reporting to Managing Director.

Anrough Holdings is a hospitality management company into leasing / Management Contract and operating 4\* hotels across North India

### Responsibilities:

To renovate and reposition the Kuthar Palace Heritage Resorts & Spa in district Kasauli of Himachal Pradesh, owned by the Royalty H.H. Mr. Arun Sen, the brother n law of late Shri Virbhadra Singh, the then CM of Himachal Pradesh. A 4\* Destination resort with 40keys, restaurant, bar, tea lounge, recreation area, Swimming pool and a holistic Spa & Wellness area. Upgrading the new Spa and Wellness center involved recruiting, working with Architect, coordinating with the global team, creating Standard operating, procedures, Compliance, risk management, designing uniforms, sourcing products and much other coordination.

**Achievements:**

- Successfully opened the 12 new royal suites in a 800yrs old palace.
- Undertaking all pre-opening functions including pre-ordering supplies, organizing dummy runs and identifying sales leads.
- Renovated the old 21 rooms including 8 garden cottages with kitchen, bar, restaurant, recreation areas, Tea Lounge, Reception, banquets space & a holistic healing spa and wellness centre.
- Created SOP's, P&P's and other systems and processes for smooth operations.
- Hiring and training the team - ALL FOH / HOH.
- Managed 35+ staff

**Under The Grand New Delhi & Various Hyatt Hotels:**

Director of Spa – The Grand New Delhi, India. February 2011 – October 2013.

[www.TGND.com](http://www.TGND.com)

Associate Director Spa – The Grand New Delhi, Delhi, India. Nov 2006 – 15<sup>th</sup> March 008

Spa Manager- The Grand New Delhi, India, March 2003 - October 2004.

Pre – Opening Spa head - Hyatt Regency Kolkata / Mumbai, India, Feb 2002 – Nov 02

AM – Spa & Wellness, Hyatt Regency Delhi, India, Dec 1984 – Feb 2002.

[www.hyatt.com](http://www.hyatt.com)

**Responsibilities with The Grand New Delhi, Hyatt Regency Kolkata / Mumbai and Hyatt Regency Delhi. :**

5-star deluxe amenities at Club Olympus, Spa Oasis, and Club Prana, include a fitness center, outdoor pool, whirlpools and wet areas with sauna, steam, and plunge pools. The Spa houses spa rooms 6-9 treatment suites that include 2 couple suites, which are designed as sanctuaries with hydrothermal facilities with sunken baths and multi-sensory rain showers and Yoga studios. Salon spaces at these hotels also include a beautifully placed, styling area, facial studios, hand & feet care stations and make up studios.

**Under Marriott Hotels**

Spa & Recreation Manager – Oct 2004- July 2006

[www.marriotts.com](http://www.marriotts.com)

Renaissance Mumbai Hotel & Convention Centre, Mumbai, India.

**Professional Development, Certificates & Accolades.**

- Attended Management Development Program at Hotel Maurya Sheraton in the year 1998.
- Diploma in Ayurveda concept, massages / therapy and Panchakarma treatment from Triphala Ayurveda spa and consultancy.
- Certified International trainer – Level I & II from Hyatt International Corporation (USA).
- Attended certification workshop by NABH (National Accreditation board for Hospital and health care) under QCI (Quality Council of India) in Mumbai from 15-18th October 2011
- Certified First - Aid and CPR Trainer, from St. John Ambulance Association.
- Certified Reflexologist.
- Diploma in Spa treatments (Hydrotherapy, dry exfoliation, mechanical massage / facial, G5 vibrator massage, spa hygiene and beauty treatments from GEO Spa (UK)).
- Diploma course in Food & Nutrition from Indira Gandhi National Collage.
- Certified Internal Auditor for 'Occupational Health & safety – 14001-2004'
- Best employee of the year at Hyatt Hotels.

**Education**

1984- 1987: Bachelor of Arts, Delhi University, India

**Personal Details**

Address: Flat no. 906, Tower 29, Jaypee Kosmos, Sector 134, Noida, UP, 201301

Date of Birth: 19<sup>th</sup> January 1967  
Nationality: Indian  
Marital Status: Married  
Language Skills: Fluent in English, Hindi, Punjabi

#### **Leisure Activities**

Hiking, Cricket and football, Music, Socializing & travelling.

#### **Reference**

1. Ram Chatterjee – Country Head – Six Senses Bhutan, [ramb.chatterjee@gmail.com](mailto:ramb.chatterjee@gmail.com), 9643100435
2. Harish Chandra – Director, HotelKey, [harish.chandra@hotelkeyapp.com](mailto:harish.chandra@hotelkeyapp.com), 9560454774.
3. Ashwin Shirali – VP HR – Accor Hotels – 9315023693.