



## HAVALDAR MARUTI BALWANT

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### HOTEL & HOSPITALITY MANAGEMENT PROFESSIONAL

To merge into a dynamic globally focused organization that will strategically utilize my existing skill.

#### PROFILE

- I have rich experience in the **Hospitality Industry** with **15+ years** of career success in wide range of roles and functions like Service Management, Customer Service/Operations, Front Office & Housekeeping, Guest Relationship Management, Food and Beverage, etc.
- A qualified **Hotel Management Professional** offering qualitative experience in the hotel industry and well versed with all operations and functions of hotel management.
- **Multilingual with proficiency in Marathi, English, Hindi and Kannada with Excellent aesthetic sense, hygienic attitude, and a polished etiquette – “the essence of this industry”.**
- Hands on experience in especially in **Food and Beverage Services** and handling guest history for personalized service of regular and high-profile guests.
- Ability to acquire new skills, knowledge, and qualifications to keep abreast with latest trends.
- Ability to work with relative calm in a high-pressure environment and time constraints. Professional with a natural flair for building relations, customer service and proven abilities in achieving optimum level of customer satisfaction.

#### CORE COMPETENCIES

- ♦ Hotel & Restaurant Operations ♦ Customer Service ♦ Front-Office & Housekeeping ♦ Staff Management ♦
  - ♦ Quality Standards ♦ Guest Relationship Management ♦ Public Relation Management ♦
    - ♦ Stock Management ♦ Health & Safety Standards ♦

#### PROFESSIONAL EXPERIENCE

##### Intercontinental Hotel Group

##### Crowne Plaza Pune city center

##### Promoted as a Director of Food & Beverage

1<sup>st</sup> Aug 2024 to till date

Located in the city's growing business & education, entertainment city, Crowne Plaza is just 30 Min away from Pune airport. With 176 spacious guest rooms and suites besides luxurious rooms, Crowne Plaza has multiple world class dining options. Like Mosaic ADD, Mosaic Pastry Lounge and Evviva bar, 9 Banquet Hall (23000 sq. ft banqueting).

- Coordinating food and beverage operations with other hotel departments to ensure efficient guest service.
- Direct the implementation of the payroll, reports, forecasts, inventory and budget for food and beverage operations.
- Exercise quality control for both food and beverage.

- Implement and maintain F&B sales & marketing programs.
- prepare annual budgets and administers in a fiscally responsible manner

**Crowne Plaza Pune city center  
Food & Beverage Manager**

**11<sup>th</sup> Feb 2022 to 31<sup>st</sup> July 2024**

**Pride Hotel & Resorts Group of Hotels  
Hotel Pride Pune  
Food and Beverage Manager  
About Pride hotel**

**15<sup>th</sup> Jan 2021 to 10<sup>th</sup> Feb 2022**

A Classic 5-star hotel near Pune Airport by Pride Group - Pride Hotel Shivaji Nagar, Pune. Pride Hotel stands out to be the best hotel in Pune for its extraordinary modern amenities, supreme services for its patrons, and its ideal location in the heart of the city. Its 111 Keys property with 3 Restaurant, one bar, one coffee Lounge & 18000 Sq Ft Banqueting.

- Responsible for daily operations in Restaurants/Bars, Banquets and Room Service. Includes ensuring guest and Associate satisfaction.
- Focused on driving social media score at the hotel, maintained GDESK 8.6 % agents the goal of 9.1%
- Analyzing and planning restaurant sales & profitability.
- Designing food promotions post market survey & rolling out concept notes for the same.
- Organizing marketing activities such as promotional events, online portal/ schemes.
- Attend and contribute departmental meeting.
- Conducting Human Resource Activities
- Seek out opportunities for expansion and growth by developing new business relationships.
- Provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- Develop, implement, and maintain budgetary and resource allocation plans.
- Delegate responsibilities to the best employees to perform them while enforcing all policies, procedures, standards, specifications, guidelines, training programs, and cultural values.

**Intercontinental Hotel Group  
Crowne Plaza pune city center  
Asst. Food & Beverage Manager  
About Crowne Plaza pune city center hotel**

**29<sup>th</sup> Jan 2019 to 15<sup>th</sup> Jan 2021**

- Responsible for daily operations in Restaurants/Bars, Banquets and Room Service. Includes ensuring guest and Associate satisfaction.
- Elevated the brunch buffet experience at the hotel through cyclic theme every week, achieved in cover growth of 18% & revenue growth of 23%
- Focused on driving social media score at the hotel, maintained GSS 81.6 % agents the goal of 74.2.
- Analyzing and planning restaurant sales & profitability.
- Designing food promotions post market survey & rolling out concept notes for the same.
- Organizing marketing activities such as promotional events, online portal/ schemes.
- Preparing reports at the end of the shift including staff control, food control & sales.
- Attend and contribute departmental meeting.
- Conducting Human Resource Activities

- Successfully Lunched Food Truck during lockdown with revenue growth of 5%

**Sheraton Grand Pune Bund Garden Hotel (Marriott)  
Restaurant Manager**

**29<sup>th</sup> May 2015 28<sup>th</sup> Jan 2019**

**About Sheraton grand bund garden hotel**

Located in the city's growing business & education, entertainment city, Sheraton grand, is just 30 Min away from Pune airport. With 177 spacious guest rooms and suites besides luxurious rooms, Sheraton has multiple world class dining options. Like Feast, Bene, Chingari, Entrosol bar, Link café with 18000 sq ft banqueting.

**Achievements**

- Best Buffet restaurant in Pune by Times award, 2017
- Best world cuisine restaurant in Pune by Trip advisor, 2017
- Hygiene Champion for food & beverage.
- Loyalty Champion for food & beverage

**PRIDE HOTEL, PUNE  
Restaurant & Bar Manager**

**1<sup>st</sup> March 2013 to 28<sup>th</sup> May 2015**

**About Pride hotel**

Pride group of hotels well known Indian hospitality brand. Pride pune stands out to be the best hotel in pune for its extraordinary amenities & supreme services. The hotel is home to 112 elegant rooms & three restaurants & bar with banqueting space of 12000 Sq ft.

- Managed multiple F&B outlets & bar.
- Successfully relaunched Signature Restaurant "Puran da Dhaba"
- Developed strong culture of" NEVER SAY NO" in F&B
- Executed breakfast experience rollout.
- Developed strong beverage culture within F&B

**EMPIRE HOTELS & RETSURANT (DUBAI, UAE)  
Operations Manager (Restaurant & Banquets)**

**7<sup>th</sup> July 2010 to 28<sup>th</sup> Feb 2013**

- A Preopening member of first empire group of restaurants in Dubai.
- Handled end to end Preopening activities.
- Set up of 160 covers restaurant & 7000 Sq ft banquet.
- Menu planning in coordination with chef, seating style.
- Team of 22 associates training.
- Developed business for food & Beverage.
- Focused on driving revenue through events & travel Company's in UAE.

**DRAGON & SEALOFT HOTEL & RESORT (BAHRAIN)  
Captain**

**10<sup>th</sup> Dec 2009 to 06<sup>th</sup> June 2010**

- Greet & welcome guest promptly in a warm manner.
- Ensure 100% guest satisfaction.
- Ensure brand standard & SOP are consistently implemented.
- Solving guest concern in terms of food & Beverage.

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## **EDUCATIONAL CREDENTIALS**

**Master of Business Administration 2017**

Operations management

**Diploma in Hotel Management 2004**

Ann Institute (Goa)

**Bachelor of Commerce 2007**

Shivaji University (Kolhapur)

**Intermediate 2003**

Kolhapur

**High School 2000**

Bangalore

**IT Skills**

MS word, MS excel, MS power point, Tally 5.4, internet, IDS, OPERA, POS

**Food Safety in catering 2011, (HABC, UK)**

Level 3 & 2

**Advanced Food Hygiene 2011, (HABC, UK)**

(Level 4 Award in Managing Food Safety) Distinction

**Intermediate HACCP Level 3 2012 (HABC, UK)**

(Implementation of HACCP)

**Hotel Experience Champion IMEA 2024**

(Certified hotel experience Champion & Business leader)

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**Passport No.** H1416556

**Date of Birth:** June 12<sup>th</sup>, 1984

**Language proficiency:** English, Marathi, Hindi & Kannada

**Extra Curricular Activities**

- Volunteer for various social causes including Pulse Polio, Blood Donation & Environmental Study Workshop
- Awarded NCC "C" Certificate with "A" Grade and "B" Certificate with "B" Grade
- Honored of Best world of command by NCC
- **Certified as a Departmental Trainer by Starwood Hotels Worldwide, 2016**
- **Certified wine tester by Pune Hotel Association, 2016**

**Thanking you**

(Maruti Havaldar)