
Tushar Joshi

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Date Of Birth – 12th February 1985



Rooms Division Professional with 18 years of experience. Strong in strategic planning and management skills.

Work Experience

The Source Resort At Sula Wineries

September 2024 - Current

Rooms and Projects Consultant

- Working as a consultant to implement brand standards for three resorts of Sula Wineries in Nashik.
- Opening up a new resort of 35 keys and setting up a pre opening team.

The Westin Goa

Rooms Division Manager January

2024 – September 2024

- In charge of the Rooms Division Department including Housekeeping, Spa, Front Office, reservations, Partial Security and Partial Engineering operations.
- Reviews reports and financial statements to determine Rooms operations performance against budget.
- Closely handling reservations department and coordinating with the sales to optimize room revenue and ensure groups are taken care of.
- Responsible for Spa operations in the absence of Spa manager and achieving budgets month on month with an annual target of 2.8 Cr.
- Responsible for maintaining rooms profitability at 80% against goal of 82% and positive to cover the gap by the year end.
- Responsible for maintaining highest guest satisfaction score of 84% YTD against the goal of 83.5 and aim to achieve 85% YTD by December 2024.

Caravela Beach Resort Goa Rooms Division

Manager

June 2023 – January 2014

- Responsible for smooth operations of Front Office, House Keeping, Reservations, Revenue, Spa
- Making sure room revenues are in place with contracting with the Local Travel Agents,
- Maintaining relationships with all the e-channels for offers and increasing the market share.
- Making sure the brand standards are followed with optimum guest satisfaction.

Novotel Pune Hotel Rooms Division

Manager

June 2022 – April 2023

- Handling the room's team of the hotel with the help of 50 team members and managers.
- Managed the guest experience of the hotel and took the Reputation Performance Score
- OTA performance elevation to increase the visibility of the brand on all the online portals.
- Training the Housekeeping and Front Office guest-facing associates for upgraded guest experience.
- Handling the Housekeeping team in conjunction with the Housekeeping Manager for adding 88 new rooms, suites, Spa and elevated Gym along with the project team to ensure the job is completed within the time limits.
- Currently handling a project of complete landscaping revamp including the interior and outdoor plants and vertical gardens.
- Achieved 95% score in Brand Standard Audits with proper compliance.
- Achieved 83% of rooms profitability by proper resource allocation and waste management techniques.

Self Employed –

January 2022 – May 2022

- Elevated traditional house into a hostel of 25 beds resulting a stable income of INR 1.25 lack per month.
- Started tiffin service for the hostel and established a cloud kitchen

Marriott International

May 2008 – January 2022

Courtyard By Marriott Nashik

Rooms Division Manager

August 2020 – January 2022

- Part of the pre-opening team and successfully opened the only Marriott Hotel in COVID.
- Implemented Marriott LSOP' s as a part of conversion.
- In charge of the Rooms Division Department including Housekeeping, Spa, Front Office, reservations, Partial Security and Partial Engineering operations.
- Opened up SPA operations with strict hygiene standards.
- Certified Cleanliness trainer of the Hotel for COVID related trainings.
- Followed and implemented the new Brand Standards of the hotel.
- Transportation setup done as per the brand requirements.
- Successfully launched all the Property Management Systems in the hotel
- Mobility – Mobile check in and check out
- Guest Voice integration – Guest satisfaction survey tracking mechanism

Sheraton Grand Pune Bund Garden Hotel (Marriott International) Rooms Division Manager

September 2019 – June 2020 Leading

Rooms Team:

- Communicates a clear and consistent message regarding departmental goals to product desired results.
- Champions the brand's service vision for product and service delivery.
- Makes and executes the necessary decisions to keep property moving forward toward achievement of goals.

Managing Profitability:

- Analyzes service issues and identifies trends.
- Works with Rooms team to develop an operational strategy that is aligned with the brand's business strategy and leads its execution.

Managing Revenue Goals:

- Reviews reports and financial statements to determine Rooms operations performance against budget.
- Compares budgeted wages to actual wages, coaching direct reports to address problem areas and holding team accountable for results

Ensuring and Providing Exceptional Guest Service:

- Reviews guest feedback with leadership team and ensures appropriate corrective action is taken.
- Stays visible and interfaces with customers on a regular basis to obtain feedback on quality of product, service levels and overall satisfaction.

Managing and Conducting Human Resources Activities:

**Renaissance Ahmedabad Hotel (Marriott International) Front Office Manager-
Officiating Rooms Division Manager November 2017 – September 2019**

- Part of the pre-opening team and did a successful conversion.
- Implemented Marriott LSOP's as a part of conversion.
- In charge of the Rooms Division Department
- Spa set up done with outsourced agency including the contracting
- Transportation setup done as per the brand requirements.
- Implemented Brand Standards throughout the hotel.
- Cleared Brand Standard Audit with a score of 98.8%
- Successfully launched all the Property Management Systems in the hotel

**Renaissance Mumbai Convention Center Hotel (Marriott International) Asst. Front Office
Manager**

February 2016 – November 2017

- Played a key role in re-opening of the hotel post renovation.
- Simulated all the new rooms and got them to a sellable level.
- Handling of the operations of the entire hotel with an associate count of 95.
- Training and development of managers in the department.
- Made sure all the audits are well taken care of and passed.
- Cleared BSA Audit in a K (Clear) zone.
- Controlling the department cost especially the transportation by proper training and educating the associates.
- Assist FOM in the hiring of the key Management position and control attrition.
- Directly supervised the guest relations department and realigned the processes.
- Regular check on all the areas of the front office to make sure right processes are followed.

Fairfield By Marriott Bengaluru (Marriott International)

Asst. Front Office Manager

October 2013- August 2015

- Manage a room inventory of 148 rooms for effective front office operations.
- Making sure arrival experience scores are always at K rating (76.7)
- **Got nominated for the EDGE (Excellence In Delivering Customer Experience) award.**
- Handling transportation of the entire hotel including coordinating with different vendors and ensuring transportation costs are on track.
- Practicing strict P&L critique and ensuring rooms profitability is always as per the budget

J W Marriott, Mumbai Front

Desk Manager

October 2012 – October 2013

- Manage room inventory of 355 rooms and ensure smooth operations.
- Successfully completed the **reopening of the hotel from renovation**.
- Driving **Guest Satisfaction Survey** by not letting the renovation process affect the scores of the hotel.
- Training the Team Leaders in training the new associates.
- Actively participated in Hiring and training new associates.
- Setting effective process for smooth operations of the Front Office Department.
- Evaluations of the associates by taking effective **Leadership Performance Platform**
- Taking care of the entire department in the absence of the FOM and AFOM.
- Ensuring proper lobby presence and completing maximum tasks from the lobby I e. **(Leading through the Lobby)**.

Renaissance Mumbai Hotel & Convention Centre & The Lakeside Chalet

Marriott Executive Apartments

Asst. Front Desk Manager

2011-2012

- Managed room inventory of 763 rooms as a complex and ensured smooth operations.
- Driving Guest Satisfaction Survey and being a part of a proud team by improving the **Arrival Experience from 67% to 82%**.
- Setup and introduced a full day training program for the associates to ensure enough time and opportunities are given to the associates to help them develop.
- Started the culture for Multi Skilling- Helping and giving Associates to develop their skills and helped organization.
- Started the process of “**daily goals**” which helped associates meet individual targets and in the process meet the organizational Goals.
- Handled major Group movement in the hotel.

J W Marriott, Pune

Front Desk Executive (Acting Duty Manager)

2010 – 2011

- Handling configuration, setup and training for Micros Opera 5. 2. 05.
- Planning manning requirements in liaison with Front Office Manager.
- **Driving GSS and consistently being No. One In Arrival Experience and Overall satisfaction.**
- Managing daily operations of the Front Office team of 50+ associates in the role of Duty Manager.
- Managing Concierge & Transport operations in the role of Chief Concierge.
- Handling guest movement and providing enhanced arrival and departure experience to guests by implementing pre-arrival & pre-departure processes, Top Client Strategies and brand standards.
- Conducting End Of Day / Night Audit in the role of Night Manager.
- Conducting quarterly appraisals for associates.

Courtyard By Marriott Gurgaon

2009- 2010

Front Office Executive (Acting Duty Manager)

2009 – 2010

J W Marriott, Mumbai

2008- 2009

Office Executive In Training

Hilton Towers (The Oberoi Group) Mumbai

2006- 2008

Front Office Associate