**RESUME**

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| R PANDIARAJAN  No.21 Alavukara Street,  South Masi Street,  Madurai625001.  +91 8344059582 rpandia3075@gmail.com |  |

**PERSONAL DETAILS**

**Date of Birth** : 30/04/1975

**Father’s Name** : P Ramasamy

**EDUCATIONAL QUALIFICATION : B.Com , 2002 [Costing & Accountancy]**

Madurai KamarajarUniversity

: **Diploma in Food & Beverage , 2008 (Service)**

The Institute of Management and Technology

**Languages Known** : Tamil, English, [Basic Hindi and Malayalam]

**Passport Details** : Passport Number: S6949071 / Place: Madurai

: Issue Date: 25/09/2018 Expiry Date: 24/09/2028

**JOB RESPONSIBILITIES:**

***Scope and General Purpose:***

To manage the hotel operations in such a manner that customer satisfaction and budgeted profit margins are achieved and that a good company image is projected, thus ensuring continued growth.

***Responsible for:*** All Department Heads

***Limits of Authority:*** According to Company's Policies

**Operations**

* To ensure the efficient management of all departments.
* To provide effective leadership through professional man-management and encouragement of subordinates.
* To review and analyses monthly results, highlight problem areas and take appropriate action to rectify poor performance.
* To compile and agree meaningful, achievable budgets through accurate research and application of in-depth knowledge of the industry.
* To ensure that all financial targets are being achieved.
* To Conduct and chair daily, weekly and monthly meetings with all departments.
* To attend meetings and training courses as required and continually strive for the improvement of own professional skills.
* To ensure that complaints or problems are action without any delay and that effective • Follow-up action takes place to avoid recurrence.
* To be aware of current trends in the industry and make suggestions how these could be implemented for the benefit of the company.
* The main objective is to function and catering facilities to a client and where necessary to make the initial approach and contact and was responsible for organizing, supervising, directing and administrative detailed routine work the entire F&B outlet area with hygiene.
* Fully responsible for the appointment and dismissal of staff / Trainee.
* Training and induction of the new staff the evolution of the operation and the efficient use of personnel.
* **Banquet** responsible for the all administration and the meeting of function prospecting clients, discussion of arrangement with them concerning menu, table plan, cost, wine, band and toast master and communicate with all other department concerned with the date of function, numbers of Pax Payment / Fixed and other details applicable.
* Innovate of new marketingstrategy, E-marketing.
* **Store:** Cost controlling, cost preparing bin card operation in store, pre-opening, as per SOPSourcing vendor making contracts of organizing pre-opening procedures.
* **Guest Relations &Marketing**
* To stay "close to the customer" and maintain effective communication with him at all times through a planned program of formal meetings and entertainment.
* To attend all company social and promotional functions, maintaining a high profile with current and prospective clients.
* **Front Office:** reservation, Information, group package rates, Concierges, travel desk.
* **House Keeping: A** perfect ready and cleanliness in room’s floors, outlets and public areas, Laundry, (In-house & Outhouse) Linen management
* **Room service** check control sheet and complaint solved, time to service.
* **Accounts**, Day book preparing, bank daily activities, payments to vendors, outstanding Payments, debtors & creditors’ analyses P&L.
* **Maintenance:** EB control as latest equipment, water save & surplus, RO, STP AMC.
* **Human Resource:** Manpower recruiting, dismissal, welfare, Govt., rules following,
* **Computer skills proficiently in the use of MS – Office and internet** / **Hotel software.**

**WORK EXPERIENCE**:

* From 16/09/2020 to till the date as **General Manager** in Heritage Residency 3\* Madurai.

No of 71 keys, 2 Banquet hall, Multi cuisine Restaurant with Bar, Gym, Spa, Swimming pool.

* 1 year in Thiruvannamalai Hotel Arunachala as **General Manager** from 23/02/2019 to 31/01/2020.
* 1½ years in Salem LRN Excellency 2\* as **Manager - Operations** from 08/11/2017 to 19/03/2019.
* 1 year in Dubai (Spinney’s Group) Pavilion Restaurant as **Restaurant Manager** from 17/12/2015 to 11/01/2017.
* 1 year in Salem LRN Excellency 2\* as **Manager - Operations** from 10/10/2014 to 06/11/2015.
* 3 years in Madurai Star Residency 3\* as **“Food & Beverage Manager”** from 28/11/2011 to 31/10/2014.
* 1 year in Oman(Spinney’s Group) Pavilion Restaurant as **Restaurant Manager** from 01/03/2010 to 25/08/2011.
* 1 year in Madurai GRT Group of Hotels 3\* as **“Senior Captain”** from 01/11/2008 to 01/02/2010.
* 7 years in Madurai Taj Retreat (Taj Group of Hotels) 5\* as **“Senior Waiter” from** 01/7/2001to 31/03/2008**.**

**DECLARATION:**

I hereby declare that all the above information furnished by me is true to the best of my knowledge and belief.

Place : Madurai.

Date : Signature

**(R PANDIARAJAN)**