***NAVINKUMAR SUVARNA***

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**OBJECTIVE**

**A challenging and rewarding position in Hospitality Industry**

**EXPERIENCE**

**THE SPOT, HARTFORD : Position: General Manager - Dec 2011 to Present**

* Managing day to day activities of the Restaurant
* Ordering Food items, Wines, Liquors, Beers
* Customer service
* Payroll, Sales Tax, Budgeting, Inventory Control, Advertising
* Hiring and Staff Training

**COMFORT INN, WETHERSFIELD : Position - General Manager - June 2010 to Nov 2011**

* Led hotel team of 21 to manage 108 room hotel
* Supervised management team that looked after the running of the front desk, reservations, guest relations, bookkeeping, housekeeping, maintenance staff
* Ensured all human resource responsibilities are met related to performance evaluations, hiring, firing, salary etc.
* Present and explain P&L statements, budgets and cost / inventory control to area and district manager and head office
* Consistently delivered results that contribute to the mission and overall success of the hotel by accomplishing performance objectives focused on business revenues, guest and associate satisfaction
* Applied excellent oral and written communication skills and computer skills on the resolution of over 39 hotel guest escalations
* Implemented performance evaluation system to reward talent, drive and experience
* Managed hotel [accounting](http://greatresumeexample.com/hotel-resume/hotel-general-manager-resume-sample/) and budgets; all sales/marketing/advertising functions; all front of house operations; housekeeping; engineering/maintenance
* Managed during 3 major weather related snow storm, hurricane and ice storm power outages

**MARRIOTT SPRING HILL SUITES : Position – Front desk Associate - Dec 2008 to May 2010**

* Hotel Reservations, front desk management & lobby/ concierge service
* Checked in and out of all guests in timely and with proper customer service
* Created database of customer which include customers address, mobile number etc.
* Maintained the office area and desk clean and neat to facilitate the customers
* Managed the customers related tasks such as assign rooms, cash & credit transactions

**GIOVANNI’S RESTAURANT : Position - General Manager - April 2002 to Dec 2008**

* Managing day to day activities of the Restaurant
* Ordering Food items, Wines, Liquors, Beers
* Customer service
* Payroll, Sales Tax, Budgeting, Inventory Control, Advertising
* Hiring and Staff Training

**VIRGIN ATLANTIC AIRWAYS : Position -Customer Service Representative - Jan 2001 to May 2002**

* Customer service, Flight reservations and cancellations
* Provided support to the sales team, ensuring all sales and service objectives were met
* Responsible for customer service duties included answering customer queries, problem solving and providing detailed information on new products
* Assisted in the training of new customer service representatives and associates
* Perform Managed the customers related tasks such as assign rooms, cash & credit transactions
* ed market research surveys on customer needs and requirements
* Prepared weekly sales reports for the sales team and sales management
* Generated repeat business through successful client follow-up
* **STAMFORD MARRIOTT : Position - Customer Service Representative - May 2000 to May 2002**
* Hotel Reservations, front desk management & lobby/ concierge service
* Checked in and out of all guests in timely and with proper customer service
* Created database of customer which include customers address, mobile number etc.
* Managed the customers related tasks such as assign rooms, cash & credit transactions

**JAIPORE FINE DINING RESTAURANT : Position - Manager - January 1995 to May 2000**

* Managing day today activities of the Restaurant, ordering Wines/Liquors/Beers, Bartending, Paper work, Customer service
* Excelled as a team player in many different types of service, buffet service, formal and informal daytime and evening dining, special events/catering, and holiday service for private parties
* Increased knowledge of fine foods/wines and communicated that knowledge to associates in persuading them to guests to make selections to enhance enjoyment of their dining experience which in turn increases the sales

**EDUCATION & TRAINING**

* Choice Hotels General Manager Host Certification
* Choice Hotels Rates Strategy Certification
* Food Serve Safe Certified
* Marriot Fosse System Training
* IHG Opera System Training
* Sales Pro System Training
* IHotelier System Training
* Micros System Training
* Virgin Atlantic Airways Sales Training
* Microsoft Word/Excel/Outlook
* B.S. in Accounting from Bombay University, India

* Diploma in International Travel & Tourism Management, India
* India work experience at **Hotel Oberoi Towers** for one year and **SITA World Travel** for five years in Mumbai