**Ramanesh Keith Nair**

**Identity card number : 740226-14-5477**

**Born on 26th February 1974**

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**Personal Summary**

A highly efficient, innovative and friendly Hotelier with extensive experience to conceive and implement strategic plans to reach new market opportunities, construct and implement a fun yet effective work environment for all levels of employees. A very hands on person who only takes credit when the entire team has proven itself, as a team. An instantly likeable person that warms up to anyone from all walks of life.

A result-oriented person who enjoys travelling and working with people, motivating them and developing their skills to their maximum potential. Good inter-personal communication skills and has the flexibility of working well as part of a team, cross-functionally or individually at a global level. Comfortable working in a fast paced, growth oriented work environment with proven ability.

**WORK EXPERIENCE**

**Hotel pre-opening Consultant ( Eiffel Hotel Kelana Jaya & The Settlement Hotel, Malacca )**

**Freelance Hotel Trainer**

*Oct2013 – Present*

**Responsibilities:**

Conducting hotel operations training for all departments including running SLDN (Skim Latihan Dua Nasional) programs from Ministry of Human Resources for various hotels including Carcosa Seri Negara, Tropicana Golf Club, Citrus KL, Hotel Midah, KLGCC, Montterez Golf Club, Royal Selangor Golf Club, Sungai Long Golf Club.

Training Diploma in Hospitality Management students from Open University Malaysia and various hospitality and customer service related training programs for Global Skills Sdn Bhd, Tharshal Training Academy Sdn Bhd and Training Minds Sdn Bhd.

**Agoda International Co. Ltd. (agoda.com)**

**Senior Market Manager** *Jun2013 – Oct2013*

**Responsibilities:**

Direct a highly skilled contracting team to develop and maintain supplier relationships.

Understand the industry sector size, penetration and profit potential of hotel partners/ group within the assigned territory.

Hold direct inventory and revenue responsibility on a territory basis.

Ensure last room availability and pricing competitiveness.

Grow transactions and revenue for assigned destinations.

Define team operation processes and delegate tasks.

Initiate sales calls to generate suppliers support, gather market intelligences and meet prospective suppliers.

Directly involved in key hotel or chain partner negotiation

**Administration:**

Manage weekly and monthly supplier and internal reports.

Regularly review progress against targets to ensure the optimum benefits (revenue, rate parity, availability, margin and conversion) through contracting activities.

Manage all supplier data in distribution systems with optimal accuracy.

Ensure compliance of supplier data (CRM) in assigned territories.

Lead promotional and seasonal activities to drive sales.

Ensure team complies with seasonal rate and allotment renewals deadlines.

Participate in system development and deployment related to department and suppliers.

Organize training of YCS systems for all internal and external users to maximize user base.

**Silka Johor Bahru Hotel (Managed by Dorsett Hospitality International)**

***General Manager*** *Jul2012 – Jun2013*

Duties:

* Fully in charge of the day to day operation of a 252 room international chain hotel under Dorsett International with 26 hotels in Malaysia, Singapore, Hong Kong, China and London. Key activities includes:

1. Ensure service delivery standards are met and in line with Dorsett SOP.
2. Budget setting and control, including measurement and ROI.
3. Carry out effective research and intelligence into competitor products and market trends
4. Ensure fair market share and that the hotel is constantly at the business edge of things.
5. Provide flawless service techniques and customer service in all areas.
6. Constantly on the lookout for new trends in hospitality and anticipate customer demands beforehand.
7. Innovate, Train and Motivate all 95 employees on a regular basis by personally conducting coaching clinics, hands on training and motivational talks during daily walk about.
8. Monitor all areas of sales, marketing and business development to ensure occupancy, GOP, RevPAR and average checks are maximized.
9. Address customer complaints immediately and service recovery is done instantaneously.
10. Create a fun, relaxed and organized atmosphere for all employees and guests alike.

Achievements (in just 6 months) :

* Increased Occupancy percentage by more than 10% compared to the same period last year.
* Increased Gross Operating Profit (GOP) by 15% compared to last year.
* Received a “Recommended by TripAdvisor” rating and moved the hotel up to the top 10 among all hotels in the state. This shows that customers are appreciative of the level of service and products offered at the hotel.
* Repositioned the hotel business in the Online Travel Agent (OTA) market successfully and this resulted in a constant top position in agoda.com, booking.com, expedia etc by constantly monitoring rates and practicing dynamic pricing strategies and being cautious about rate disparity hence resulting in the hotel getting an unprecedented 500% increase in room nights from August to December 2012.
* Created an interest on the hotel in social media sites, i.e. facebook which resulted in hundreds of converted room bookings, F&B checks, etc.
* Created very successful theme park hospitality packages that turned out to be the best selling Legoland Package in town and continues to provide the best value to the customer.
* Create, organize and implement professional logistics and ground arrangements for tour packages, sightseeing tours and leisure trips across JB.

**Industry related positions**

1. ***Malaysian Association of Hotels Selangor***

* ***Chairman ( from 2010 till 2012 )***
* ***Honorary Secretary ( from 2002 till 2010 )***

Achievements:

1. Managed the Selangor chapter effectively and became the voice of the hospitality industry among all agencies and government departments respectively.
2. Successfully created the MAH Selangor Education Grant scheme that is still active till today.
3. Piloted and produced a career awareness short video ‘A day in the life of a hotelier’ that was a hit and is still being used in hotel schools such as KDU school of Hospitality and Taylor’s University College till today to highlight on the career path of a hotelier.
4. Built great rapport with various ministries, enforcement agencies and related departments.
5. ***Honorary Secretary of Malaysian Association of Hotels – Johor Chapter ( Jan 2013-Jun2013)***
6. ***Certified Hotel Star rating Inspector for all hotels in Malaysia by Ministry of Tourism in 2008.***
7. ***Bestowed with the designatory letters FIHM (Fellow of the Institute of Hospitality Management, Ireland) in 2006 for services to the industry and also subsequently passing a stringent aptitude test.***
8. ***Past Board Member and Management Committee of Malaysian Association of Hotels and former Board member of Selangor Tourism Board.***

**Previous Employment details**

***Group Hotel Manager in De Inn Hotel Group*** from March 2000 to June 2012.

Achievements:

1. Re-projected the 2 hotels (Hotel Lisa De Inn and Hotel PJ De Inn) in the group and achieved an unprecedented 30% increase in overall business and 20% increase in GOP over the years.
2. Got both hotels officially star rated by the Ministry of Tourism.
3. Embarked on an extensive refurbishment exercise that further enhanced the service levels and product quality of both hotels.
4. Created a modern, effective working environment and had the lowest staff turnover rate in Petaling Jaya for 10 consecutive years.

***Front Office Manager in Hotel Singgahsana (formerly known as Hotel NPC***) from Jul 1993 to February 2000.

Achievements:

1. Successfully planned and produced the front office manual and SOPs that are being used till today.
2. Minimised guest complaints to a very negligible level.
3. Motivated and trained all front liners to deliver impeccable hospitality service.

**Other employment details**

1. Banquet waiter in Holiday Villa Subang in 1991.
2. Concierge in Hotel New Otani, Singapore (now known as Novotel Clarke Quay) in 1991-1992.
3. Concierge in Ramada Rennaisance Hotel, Malacca in 1992.

**Key Skills and competencies**

* More than 20 years of hospitality experience
* Successfully trained more than 600 students in hospitality management and customer service over a period of 7 years and continue to train all employees on a daily basis.
* Strong leadership and consensus building skills
* Strong track record in the development and implementation of integrated hospitality programs
* Able to quickly understand customer needs and to deliver timely support
* Confident to communicate and establish good working relationships with senior level professionals
* Independent and highly motivated
* Able to communicate very well in English and Malay

**Academic Qualifications**

Tertiary Education

* 2006 Fellow of the Institute of Hospitality Management, Ireland
* 2004 Certified Hospitality Manager & Trainer, Institute of Hospitality Management, Ireland
* 1993 Diploma in Hotel Management, Institute Pengurusan Perhotelan, NPC

Secondary Education

* 1987-1991

» Sijil Pelajaran Malaysia (SPM) – Grade 2

Current Salary: RM12,000

Expected Salary: RM15,000 (negotiable)

**References**

* Reginald T. Pereira – CEO, Aariana Hospitality International. [reginald@aarianahospitality.com](mailto:reginald@aarianahospitality.com) +6016-2277585
* Jennifer Tan, Owner - De Inn Hotel Group. [jendeinn@gmail.com](mailto:jendeinn@gmail.com) +6019-3308160
* Datin Jasmine Abdullah Heng, Vice Chairman, Dorsett Hospitality International . [jasmine.heng@dorsett.com](mailto:jasmine.heng@dorsett.com) +6016-2019957

**Availability** – Immediately after notice period of 1 month ( or less )