

## **SAILESH KUMAR MISHRA**

Address:

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Dynamic, Results -Oriented, and Team-Spirited

**Summary** : Top notch Manager with 15 years of great experience in the day-to-day management of hotel and its staff with commercial accountability for planning, organizing and directing all hotel services, including front-of-house (reception, concierge and reservation), banqueting and sales.

### **Area of Expertise**

- \* As the head of the department, carried out set up of the Front Office department.
- \* Oversee all aspect of Front Office operations and report to General Manager.
- \* Streamlining operations adhering the brand standards.
- \* Preparing KRA's for all the associates and subordinates in the department
- \* Assisting HGM in managing Tripadvisor reviews, drafting the responses for them.
- \* Assisting corporate RMD team in managing OTA's and inventory.
- \* Make sure expenses incurred do not go beyond allocation. Ensure that all accounting transaction and cash handling procedures are in compliance.
- \* Planning sales blitz, cold calls etc with operations team in the city
- \* Officiating operations in absence of the HGM.
- \* Structured and implemented Guest Recognition Programmes and Buddy System for the department along with planning cross exposure trainings for associates to gain operational knowledge.
- \* Setting high standards to meet Guest Satisfaction Tracking surveys –Internal and PGHP Audit to scores over 80%. To regularly monitor the feedback sheets and to ensure the benchmark scores are achieved.

- \* Managed Banquet Sales Department of the Hotel.
- \* Ensure maximization of function room usage.
- \* Meeting of monthly sales target.
- \* Increase revenue by creatively marketing the banquet events.
- \* Supervise and ensure operations related to the conference and meeting events are thoroughly planned and executed.
- \* Soliciting new accounts, entertaining and maintaining relationship with existing accounts.
- \* Strategize and implement ways to improve department's revenue goal.
- \* Responsible for answering customer inquiries, developing and conducting persuasive verbal sales presentation to prospective clients.
- \* Responsible for meeting and greeting clients, conducting property tours and promoting facilities and services.
- \* Responsible for developing clients menus, writing contracts and letters as well as organizing all other arrangements as they relate to social and corporate events.
- \* Responsible for prospecting, booking and the servicing of all catering food, beverage and room rental revenues in the hotel.
- \* Able to communicate with relevant departments to ensure proper servicing of accounts.
- \* Prepare and present weekly and monthly catering/sales reports.
- \* Great creative problem solving skills and ability to quickly evaluate alternatives and decide on a plan of action.
- \* Proficient with computer literate such as Microsoft Word, Microsoft Excel, Power point, MS Outlook, Protel & Internet.

**Professional:** \*Presently working with "Lemon Tree Hotel" in Bangalore.

**Experience**    \*Worked with "Bristol Hotel" at Gurgaon.  
                       \*Worked with "Gateway Hotel" (A Taj Business Hotel) at Surat.  
                       \*Worked with "Holiday Inn" at Surat  
                       \*Worked with "Ras Resort Park Inn" at Silvassa

**Hospitality**    : \*Done three years Diploma in Hotel Management and

**Qualification** Applied Nutrition from I.I.A.S (AICTE Approved) in 1999.

**Education** : \*Passed Higher Secondary from W.B.C.H.S.E.

**Qualification** \*Doing “Master in Tourism Management” from  
I.G.N.O.U.

**Personal Information:**

*Religion	: Hindu
*Nationality	: Indian
*Marital Status	: Married
*Languages Known	: English, Hindi, Bengali and Gujarati
*Hobbies	: Listening Music, Playing Cricket, Traveling, Interacting with people, Watching Movies.

**Achievement:**

- \*Awarded appreciation letters from General Manager for my excellent hospitality services given to guests on different occasions.
- \*Awarded nil absenteeism certificates for consecutive Five years.
- \*Awarded “Best Trainer of Month” & “Top Trainer of Year” in Lemon Tree Hotels.

**Objectives:**

- \*High-caliber, highly motivated professional is seeking a position that will fully utilize more than 15 years of progressive experience. Desire a position that will provide a challenging opportunity to significantly contribute to a company’s efficiency, organization growth and profitability.

Sailesh Kumar Mishra