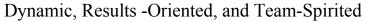
SAILESH KUMAR MISHRA

Address:

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: 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.

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

^{*}Awarded "Best Trainer of Month" & "Top Trainer of Year" in Lemon Tree Hotels.