

Anubandh Pathak

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EDUCATIONAL QUALIFICATIONS: -

Year	Qualification	Institute/School
2018	Graduate Management Associate Program	Starwood Hotel & Resorts/Marriott Int.
2016	B.A (Hons) in Hotel Management.	University of Huddersfield, U.K. At Institute of Hotel Management, Aurangabad, Maharashtra, India.
2012	10+2 or Equivalent	National Convent School, India
2010	10 or Equivalent (CBSE)	Gwalior Glory High School, India

ABOUT MYSELF: -

The vital aspect of me is that I believe in the practice of hard work and constant learning. A strong value system is what helps achieve this discipline. I possess a professional demeanor with high standards of morality and dynamism. My passion for excellence in every domain is my core competency. Vigilant, competitive, buoyant, cogent and pragmatic by nature, my competency aids me to work autonomously and synergistically under pressure. I would like to learn everything possible in this industry and would like to enhance the skills that could be used to improve the process in hotel industry.

WORK EXPERIENCE: -

Front Desk Manager November 2021 – Present	St. Regis, Mumbai, Marriott Int. (396 Keys)
Front Desk Manager January 2020 – October 2021	Sheraton Grand Bangalore Hotel at Brigade Gateway, Marriott Int. (230 Keys)
Assistant Front Desk Manager August 2018 – December 2019	Westin Hyderabad Mindspace, Marriott Int. (427 Keys)
Graduate Management Associate Program 2 years, July 2016- July 2018 (Management Trainee)	Westin Hyderabad Mindspace, Marriott Int. (427 Keys)
Internship 44 weeks, June 2015-April 2016	Taj Lands' End, Mumbai (493 Keys)
On The Job-Training 20 Week	Vivanta By Taj, Aurangabad, India (63 keys)

ACHIEVEMENTS/EXTRA-CURRICULAR:

Achievements:

Always encouraged teamwork by giving them training which has helped in building strong foundation for team with regards to SOP's, and customer handling in different situations, doing mocks for team has helped in Organic Growth of Medallia/GSS (Guest Satisfaction Score), scores for arrival and departure experience of the guest and also witnessed incremental revenue to room by upselling. Daily meetings with Director of rooms and Front Office manager have evolved my ability to alter hotel's performance.

Supporting Management of Front Desk Team:

- Utilizing **Interpersonal and communication skills to lead, influence, and encourage** others: advocating sound financial/business decision making; **demonstrating honesty/integrity**; lead by example.
- Encouraging and **building mutual trust, respect and cooperation** among team members.
- **Supervising and managing** employees.
- Managing **complete day to day operations** and making sure no work is delayed for next day, be it anytime of the day.
- Understanding employee's positions **well enough to perform their duties in employee's absence**.
- Ensures to take briefing prior to shift so that entire team is on the same page.
- Ensures **employee recognition takes place for small efforts in all the shifts**.
- Establishing and **maintaining open, collaborative relationships with employees**.

Positions of responsibility:

I) During College and management trainee program: -

- Syndicate leader in Year II and III at IHM-A.
- Handled duty manager shifts already when was management trainee at Vivanta by Taj, Aurangabad.

II) As a Duty manager: -

- Have always believed in building a good team to achieve the departmental and hotel goals in Guest Voice scores, upsell targets, Marriott Home (Charity for company), Opera training and to run smooth operations at the same time.
- Multitasking – having said that completes all the task, be it taking care of attendance chart, inventory for department, fleet availability, handling guest complaints which has always turned around as opportunity to make long term relation with guests/customers by gaining their loyalty for company.

Achievements:

I) During College: -

- Participated in Aurangabad Tourism
- Won various awards for Drama in School
- Won various Inter-House and Inter School Athletic competitions
- Secured 100% attendance in both Year I and Year II
- Listed in the Dean's list of Meritorious Students with an aggregate of 67 % In 1st & 2nd Year.

Outdoor Catering Opportunities during College days: –

- ❖ Went to the T20 cricket match of India and England held at Pune in December, 2012 for Food & Beverage service.
- ❖ Went to the get-together party of company 'Embassy Boulevard' held at Bangalore in January, 2013 for Food & Beverage service.
- ❖ Taj Coromandel, Chennai went to the wedding ceremony of niece of India's biggest business tycoon 'Mr. Mukesh & Anil Ambani' for Food & Beverage service in January, 2013.
- ❖ Taj West End, Bangalore went for the Food & Beverage service in the wedding ceremony of daughter of 'Mr. S.D. Shibulal – CEO, Infosys Company' in November, 2013

II) During Management trainee: -

- Very often appreciated many times by the guest via GSTS.
- Awarded as **Star of the month for driving excellence in the area of guest satisfaction** in April 2017
- Awarded as **highest up seller of the month** as well.
- Awarded as **Best Performance in Contribution** towards Marriott Home (Charity for company) in March 2017
- Awarded for Being the **Most Efficient Associate for the months of January & February 2017 Consecutively.**

III) As a Duty Manager: -

- Nominated as Manager of the month in August 2018- The month joined as AFDM
- Nominated as Manager of the month in October 2018 and became 'Manager of the month for October 2018'
- Nominated for **Manager of the Year in the same year – 2018**
- Nominated for the Star Manager of the month – March 2019
- Nominated for the Star Manager of the month – April 2019
- Nominated for the Star Manager of the month – May 2019
- Nominated for the Star Manager of the month – June 2019
- Known as one of the Guest voices Champions (Customer Relationship)
- Successfully completed Software upgradation of Opera (PMS) in Westin Hyderabad after the merger of Starwood and Marriott, was integral part of team. Managed room inventory, assisted in handling rate parity, taking care of all the reports during the process.
- Successfully completed the Training Skills Workshop and demonstrated competent training leadership as a Department Trainer in developing our Talents.
- Single handedly took care of the hotel during recent pandemic & was only duty manager to stay back in hotel for continuous 50 days & assisted in making new SOPs by self.