**Manu Bajaj**

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**CAREER SUMMARY**

A talented and passionate hospitality professional with hard work as only best friend. I possess superior talents for operational support andhave excellent collaboration skills. My background includes experience in leadership positions from scheduling work shifts and overseeing hotel operations to managing budgets and ensuring top-notch guest service. I have hosted 53 head of state visits and many other national events.

**Key Skills**

Budget Management, Customer satisfaction, Team Leadership, Staff motivation, Learning & Development, Time management, Proactive

**Work Experience**

Worked with **AIRWAYS HOTEL, Port Moresby, Papua New Guinea** (Airways hotel is one of the world’s most awarded hotel for being the best luxury airport hotel in Australasia and Oceania by World luxury hotel awards & Luxury travel awards).

**HOTEL OPERATIONS MANAGER (01/04/2016 – 23/09/2020)**

**Job Responsibilities**

* Upholds the Hotel’s commitment to quality Service being the face of the hotel all the time & every time and maximize room revenue and hotel occupancy by reviewing daily status.
* Developing, implementing and evaluating operational policies and procedures- updating existing policies from time to time to meet industry worldwide & local/national statutory standards.
* Prepare budgets and monitoring room revenues and expenditures – keeping budgets close to reality to remain a profitable organization
* Coordinate daily Front of the House and Back of the House operations, Delivering superior service and maximizing customer satisfaction
* Guiding & directing the development of pricing and promotional strategies- monthly calendar of room promotions created and monitoring each program’s productivity & yield.
* Respond efficiently and accurately to customer complaints, manage good image and suggest ways to improve it
* Launched, maintained and monitored a program that played integral part in managing the perfection of check – In & check-out, arrivals & departures with emphasis on reception, concierge & butlers team
* Promote the brand in the local community through word-of-mouth and events, Recommend ways to reach a broader audience (e.g. discounts and social media ads)
* Participating in the development of pricing and promotional strategies- monthly calendar of promotions created with new promotions, resulted increased revenue all around by 5%.
* Negotiate with suppliers for the provision of materials and supplies- prices negotiated & compared with competitors, reduced food cost & daily delivery of local produce(helped local community)
* Negotiate with clients for the use of facilities for conventions, banquets, receptions and other functions –hotel annual sales increased and exceeded revenue budget by 5% annually by effective negotiations
* Ensuring compliance with occupational health and safety regulation, local government laws and national government guidelines
* Key player in working collaboratively with other areas of the operation to ensure all business, financial, guest satisfaction, revenue and workplace safety targets were met or exceeded
* Supervising daily operations of the Hotel including Front Desk, VIP, Bell Staff, Valet, Rooms Control, Housekeeping, Laundry, Leadership & Training, Reservations, Retail, Engineering as well as other functions as assigned
* Created and oversaw all department schedules, payroll, cost accounting, and labour controls
* Recruit and supervise staff, oversee training and set work schedules – employee retention rate of 90% with team’s growth to executive & manager levels with continuous mentoring
* Resolve customer complaints – achieved guest satisfaction score of over 95% all around

**EXECUTIVE HOUSEKEEPER – AIRWAYS HOTEL (08/03/2011 – 31/03/2016)**

**Job Responsibilities**

* Lead and direct housekeeping & laundry operations- Manages and coordinates all departmental team members in the various work assignments to ensure a department that is run efficiently and productively in providing excellence in cleaning services to the guests and owners.
* Develop and lead the execution of processes and procedures to exceed Guest expectations and to deliver consistent high quality Guest Service – retained top position on trip advisor and guest service excellence score of 98%.
* Routinely inspect units and common areas to ensure they are in compliance with departmental standards. Monitors guests requests and compliance, resolving issues and coordinating efforts with other departments as necessary to provide excellent service.
* Created training and development plans & process for entire housekeeping & laundry department – all supervisors & assistant managers promoted within the department with these career development plans.
* Created new employee scheduling procedure / system that work with available time sheet data and assigns work hours dynamically- reduced overtime & increased productivity of team members.
* Ensure appropriate and safe use of chemicals, cleaning supplies, guest supplies & linen – reduction in chemical cost by 10%, cost of guest supplies reduced by 14 % by proper inventory control and increased linen shelf life by changing laundry washing procedures and resting policies.
* Introduced advanced guest laundry finishing standards, presentation &resulted in increased revenue.
* Prepared & achieved Housekeeping budgets - operational (expense) and Revenue budget for Housekeeping & Laundry. Exceeded the expectations of budgets through reduction in costs & increased laundry revenue.
* Research & development – finding out avenues to be ahead of everyone in the market technologically, product wise (amenities & linen), and service delivery.

**THE PARK HOTEL, NEW DELHI, INDIA-** Five star BOUTIQUE hotel, a 220 room’s property with 5 Food & Beverage outlets and huge conferencing facilities.

**EXECUTIVE HOUSEKEEPING –(11/12/2006- 04/03/2011)**

**Job Responsibilities**

* Assisting Executive housekeeper for preparing budget
* Overall responsible for handling the entire department when executive housekeeper is not there
* Appraise appearance, discipline and efficiency of all staff under direct supervision and initiate immediate remedial action if necessary
* Responsible for doing inventory like linen, Furniture, fixture, and equipment
* Responsible for cross checking of rooms and public areas released by the supervisors

**Education Qualification**

* Bachelors in Hotel Management and Catering Technology- Guru Gobind Singh Indraprastha University, Delhi, India (05/2003 - 06/2007).
* Bachelors of Commerce - Delhi University, India (04/2001-05/2004).

**Professional Qualification**

* Certified Housekeeping Manager From American Hotel & Lodging Association, 2012.
* Certified first Aider from ST. John’s.
* Core Team member for ISO 14000, ISO18000 & ISO 22000 and a certified internal auditor for ISO 22000 from BSI (British standards institute).

**Languages**

English (Native), Hindi (Native), Pidgin (Fluent), French (Beginner-A1)

**Technical Skills**

IDS, OPERA, CMS, PMS, FIDELIO