**First Name of Application CV No 1621404**

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**OBJECTIVE**: To be flexible and adapt myself with different environments, maintaining guest experience, people development and ensuring a profitable product.

# QUALIFICATIONS:

My educational and professional background has always given me the liberty of decision making and being innovative. My experience in working with organizations at different locations has given me the compatibility to adapt with diverse work situations. The experience and training given to me in these respective organizations have developed my personality and skills over a period of time due to which I am currently in a position of responsibility and leadership.

**PERSONAL DETAILS:**

* Date of birth: 24/07/77
* Marital Status: Married

## EDUCATION:

* **Certified Rooms Division Executive** from American Hotel & Lodging Institute, Michigan in 2008.
* **Managing Front Office Operations** from American Hotel & Lodging Institute, Michigan in 2004.
* **Diploma** (Sales & Marketing) from National Institute of Labour Education & Management in 2002.
* **B.A**. from Jai Narain Vyas University, Jodhpur in 2000.

#  ORGANISATIONAL EXPERIENCE:

 **General Manager – Nattika Beach Ayurveda Resort**

 **July 2014 to October 2015**

* Managing a team of 10 Head of Departments with an inventory of 52 Villas.
* Handling the day to day operations of the hotel.
* Carrying out inspections of the hotel and the services.
* Delivering excellent guest service at all times, ensuring guest comfort and safety.
* Ensure the hotel is maintained to meticulous standards of cleanliness and maintenance on a daily basis.
* Using hotel resources to maximize guests’ satisfaction & optimize revenues.
* Resolving guests complaints in a timely and professional matter
* Administering and enforcing hotel policies and procedures.
* Developing and implementing staff training programs.
* Helping to develop management talent by acting as a mentor to supervisors and team leaders.
* Maintaining a positive, cooperative work environment between hotel staff and management.
* Driving the sales culture in the hotel through active involvement in the sales process.
* Preparing annual budget that accurately reflects the hotel's business plan.
* Demonstrating visible operational leadership and management to the hotel staff.

 **Hotel Manager - Asiana Hotels**

 **October 2013 to February 2014.**

* Managing a team of 06 Head of Departments with an inventory of 179 rooms.
* Handling the day to day operations of the Front Office, Reservations, Revenue, Security, Housekeeping, Spa, Engineering, Purchase and Laundry.
* Carrying out inspections of the hotel and the services.
* Delivering excellent guest service at all times, ensuring guest comfort and safety.
* Ensure the hotel is maintained to meticulous standards of cleanliness and maintenance on a daily basis.
* Using hotel resources to maximize guests’ satisfaction & optimize revenues.
* Resolving guests complaints in a timely and professional matter
* Administering and enforcing hotel policies and procedures.
* Developing and implementing staff training programs.
* Helping to develop management talent by acting as a mentor to supervisors and team leaders.
* Maintaining a positive, cooperative work environment between hotel staff and management.
* Preparing annual budget of the respective departments that accurately reflects the hotel's business plan.
* Demonstrating visible operational leadership and management to the hotel staff.

 **Rooms Division Manager – Sheraton Udaipur Palace Resort & Spa**

 **February 2012 to September 2013**

* Managing a team of 9 Managers and 89 trained individuals with an inventory of 240 rooms.
* Handling Front Office, Housekeeping, Security and Spa.
* SPG Champion and GEI Ambassador of the resort.
* Prepare and practice SOP’s and Service sequences for Front Office areas.
* Ensure all areas meet the required brand standards and guidelines.
* Developed, recommended, implemented and manage the Front Office annual budget, forecasts and manning guide in line with hotel’s objectives.
* Assisted in maximizing hotel revenue by controlling room inventory and expenses effectively. Managed the divisional profitability within budgetary guidelines.
* Providing executive support service to the Hotel Manager and General Manager to assist in meeting the strategic goals of the establishment.
* Lead the Front Office, Housekeeping, Security and Spa associates and working closely with the Revenue Management department by developing periodic goals in line with the hotel’s objectives.
* Selected, trained, developed, and managed all reporting associates. Measured their performance and motivated them to bring about excellent performance and ensured efficient running of the departments.
* Implemented company programs and managing the operations of Rooms Division in a manner consistent with local laws and regulations, Starwood policies and procedures, and Sheraton standards to ensure a high level of service quality and guest satisfaction.
* Maintaining and practicing high visibility during peak periods to ensure smooth running of operations, promoted good public relations, have taken corrective actions upon needs and handled guest’s complaints empathetically in order to enhance their experience and maintain a high level of service quality.
* Assisted in implementing emergency procedures and coordinate training for Rooms team in conjunction with the Security department to ensure appropriate protection for hotel guests and associates in a safe environment.
* Accomplished a set of administrative duties such as leading and attending meetings, writing reports and memos, and other specific duties related to the role.
* Ensured all associates portray a sense of confidence, pleasing and warm personality along with a welcoming and personalized touch to their profile.
* Have accomplished effective communication skills.
* Have been a fair and firm manager with high influencing skills.
* Possess strong administration skills.
* Possess an in depth knowledge of Rooms.
* Hands-on approach to all operational aspects.
* Am a self-motivated individual with an urge to pass on my skills to my team.
* Proficiency in Opera and GDS.
* Proficiency in Microsoft Office software: Word, Excel and PowerPoint.

 **Front Office Manager – Palm Meadows Resort**

 **September 2011 – February 2012**

* Managing a team of 4 Managers and 39 trained individuals with an inventory of 90 rooms.
* Handling Front Office and Club.
* Manage and support the Housekeeping Department in the absence of the

 Housekeeping Manager

* Manage and support the Club in the absence of the Club Manager.
* Overlooking areas as Front Desk, Concierge, Travel Desk, Airport Services, Bell Stand and Valet services, Communication Center, Reservations, Business Centre.
* Recruitment of the Front Office and Club team.
* Managing and monitoring training schedules of the Front Office employees.
* Monitoring departmental P&L statements, revenue and budgets.
* Conducting the Rooms orientation program for new joinees in the division.
* Conducting yearly Performance and development plan for executives and staff of the department.
* Constantly work on the inventory control and daily pricing strategy for the hotel in coordination with the Sales Manager and the General Manager.
* Encouraging and driving the up sell process among employees.
* Cost controlling at various levels to ensure departmental profitability.
* Conduct timely departmental trainings.
* Training and passing on various skills and techniques to the managers in the

department.

* Implemented a very structured guest feedback system to ensure corrective action and avoid complaints.

 **Front Office Manager – Asiana Hotel**

 **April 2010 – August 2011**

* Managing a team of 5 Managers and 47 trained individuals with an inventory of 179 rooms.
* Handling Front Office, Reservations, Travel Desk and Spa (in absence of the Spa Manager).
* Manage and support the Housekeeping Department in the absence of the Executive Housekeeper.
* Assisted in maximizing hotel revenue by controlling room inventory and expenses effectively.
* Monitoring corporate accounts for sustained business growth.
* Lead the Front Office and Reservations associates and worked closely with the Revenue Manager by developing periodic goals in line with the hotel’s objectives.
* Selected, trained, developed, and managed all reporting associates. Measured their performance and motivated them to bring about excellent performance and ensured efficient running of the departments.
* Maintained and practiced high visibility during peak periods to ensure smooth running of operations, promoted good public relations, have taken corrective actions upon needs and handled guest’s complaints empathetically in order to enhance their experience and maintain a high level of service quality.
* Accomplished a set of administrative duties such as leading and attending meetings, writing reports, glitches and memos, and other specific duties related to the role
* Ensured all associates portray a sense of confidence, pleasing and warm personality along with a welcoming and personalized touch to their profile

 **Front Office Manager – St. Mark’s Hotel**

 **December 2004 – April 2010**

 (Joined as Tr. Duty Manager, promoted as Asst. Front Office Manager and then

 promoted as Front Office Manager)

* Managing a team of 3 Managers and 24 trained individuals with an inventory of 96 rooms.
* Managing Front office, Reservations and Travel Desk operations.
* Sustaining profitable operations through focus on budgeting cost analysis, cost

optimization and maintenance of cordial relations.

* Involved in business development in coordination with sales and marketing

department for promotions, Special Packages and New Accounts.

* Monitoring corporate accounts for sustained business growth.
* Infrastructure maintenance and upliftment by regular audit programs

developed.

* Ensuring all Front Office quality standards are complied with and that policies and procedures are consistently applied.
* Coordinating activities with other hotel departments in order to facilitate increased levels of communication and guest satisfaction.
* Responsible for enhancing the product and service that is presented to the guest.
* Recommending changes to the product and services. Using market research to

develop new products and services.

* Responsible for maintaining quality of product and ensuring consistency in its delivery and standards.
* Working in support of team goals and measure effectiveness by the quality of decision making at the senior level as well as through the profit and service performance at the individual unit level.
* Adhering to Revenue management techniques ensured taking decisions keeping in mind the overall Hotel business.
* Ensuring the privacy and security of the guests and the resort is maintained by the team all times.

 **Front Office Supervisor – The Park Hotel**

 **November 2002 – November 2004**

 (Joined as Front Office Assistant, got promoted to Supervisor)

* Co-ordination with other departments.
* Preparation of Daily reports
* Follow up on reservation.
* Up selling the rooms and other outlets
* Registration of guests.
* Preparation of bills