**KIRTIKAR**

E-mail: [kirtikar.279318@2freemail.com](mailto:kirtikar.279318@2freemail.com)

**PROFESSIONAL EXPERIENCE:**

**DUTY MANAGER - Flora Park & Flora Creek Deluxe Hotel Apartments, Dubai**

**September 2015 to March 2016**

Flora Park Hotel Apartments offers 118 prestigious & spacious apartments - a range of 1, 2 and 3 bedroom luxury apartments just steps away from Deira City Centre and in close proximity to the famous Dubai Creek.

Flora Creek Hotel offers 180 spacious self-contained apartments in Dubai Creek, 2 km from Dubai International Airport.

* Maintain high visibility during peak period in order to ensure smooth running of operations.
* Assist FOM with establishing written guidelines and controls, attain objectives (Budgets and Marketing Plan) written yearly and reviewed quarterly
* Promote good public relations, takes corrective actions and handles customers’ complaints to ensure their satisfaction.
* Develop and maintain standards and procedures manuals for LSOP and best Current Practices as followed and practiced in local market conditions
* Create a work environment that is high in employee morale and provides constant learning & development.
* Responsible for maintaining quality of product and ensuring consistency in its delivery and standards.
* Observe and monitor staffs' performance to make sure that company rules and procedures are being followed and schedules staffs for optimum productivity on job.
* Constant monitoring on achievement of budget and take corrective steps as appropriate.
* Manage rosters and maintain staffing levels in line with Hotel occupancy & productivity
* Manage and develop all Front Office associates and Supervisors in technical, administrative and Managerial abilities with necessary coaching & counselling, support and guidance as required.

**FRONT DESK MANAGER - J W Marriott Mumbai Juhu**

**February 2013 to June 2014**

355 elegant rooms and suites in an unparalleled location overlooking the sparkling Arabian Sea

* Manage day to day activities in Front Office including Front Desk, At Your Service, Business Centre, Concierge, Bell Desk, Airport Services, Transport, Doormen and Guest Relations
* Manage entire group operations from rooms division perspective i.e. room reservations, room allocations, check in, check out, master billing
* Manage overall handling, training and developing Assistant Manager(s), Executives and supervisors in technical, administrative and Managerial abilities
* Ensure departmental compliance with the SOP’s set by Marriott
* Assist FOM with establishing written guidelines and controls, attain objectives (Budgets and Marketing Plan) written yearly and reviewed quarterly
* Assist, review and carry out performance appraisals of relevant department associates as scheduled
* Responsible for on-going training in the department, necessary to maintain and improve standards of service, profit margins, as part of process improvement and TQM principles
* Responsible for labour costs of all service employees in the department, therefore supervises the scheduling of service employees and reviews schedules in terms of coverage and adherence to budget guidelines, Hotel occupancy and Productivity
* Develop and maintain standards and procedures manuals for LSOP and best Current Practices as followed and practiced in local market conditions

**ASSISTANT FRONT DESK MANAGER - J W Marriott Pune**

**February 2011 to February 2013** (Erst Pune Marriott Hotel & Convention Centre)

LEED Gold certification awarded hotel offering 417 rooms featuring luxury amenities, integrated eco-friendly enhancements.

* Manage entire group operations from rooms division perspective i.e. room reservations, room allocations, check in, check out, master billing
* Responsible for training of all Supervisors and associates and set up of the department to ensure the entire team is aware of goals to be achieved
* 97.3% Hotel overall in Marriott Brand Standard Audit for 2012 with 100% for Front Desk, AYS, Concierge, Bell Desk & Marriott Club
* 93% Overall Guest Satisfaction, 90.9% Arrival Experience and 91.9% Departure Experience for 2012 (ranked 1st in Asia Pacific region - all Brands)
* Successfully deployed Stand Alone Room Upgrade Program to achieve YTD $2.9 incremental RevPAR in 2012
* 94% Hotel overall in Marriott Brand Standard Audit for 2011 with 95% Front Desk & 100% for Concierge, AYS, Bell Desk & Marriott Club
* 91.4% Overall Guest Satisfaction, 88.2% Arrival Experience and 88.4% Departure Experience for 2011 (ranked 2nd in Asia Pacific region - all MHRS Brands)
* Highest Marriott Reward Enrolments in Asia Pacific for consecutive 3 quarters in 2011
* Successfully deployed the Drake-Beil Upgrade Program to achieve YTD $2.5 incremental RevPAR in 2011
* Achieved a record score of 95% for Associate Engagement for 2011 through a highly motivated team

**FRONT OFFICE EXECUTIVE - J W Marriott Mumbai Juhu**

**September 2009 to February 2011**

355 elegant rooms and suites in an unparalleled location overlooking the sparkling Arabian Sea

* Operational In-charge responsible for managing Rooms Control, Business Centre and Groups business
* Headed Front desk to team to achieve 80% YTD arrival and departure experience for 2010
* Headed Front Desk team to achieve highest Upsell revenue in Asia Pacific for 2009
* Headed Front Desk Team to achieve 120% of Marriott reward enrolment goal for 2009

**PRE-OPENING TASK FORCE - Courtyard by Marriott Pune Hinjewadi**

**August 2009**

The Courtyard Pune Hinjewadi provides a seamless blend of refined luxury and functional convenience, as well as award-winning service. The hotel offers 153 hotel rooms and suites: and is ideally situated just off the Mumbai-Pune Expressway in the vibrant Hinjewadi district, widely considered to be the city's information technology hub.

* Part of Pre-Opening Task Force responsible for training of all associates and initial set up of the department to ensure smooth & seamless operations

**MARRIOTT EXECUTIVE TRAINEE - J W Marriott Mumbai Juhu**

**August 2008 to August 2009**

355 elegant rooms and suites in an unparalleled location overlooking the sparkling Arabian Sea

**TASK FORCE - Renaissance Convention Centre Kuala Lumpur, Malaysia**

**June 2008 to July 2009**

Renaissance Kuala Lumpur Hotel, a Marriott Luxury & Lifestyle Collection providing an unparalleled location, ideal for business or leisure, our KL City hotel's 2 expansive towers offer 914 sophisticated guest rooms and suites featuring deluxe bedding, high-speed Internet and marble bathrooms.

* Part of Task force for cutover and conversion of HIS (Hotel Information System) to Opera PMS in co-ordination with the Marriott International Information Resources Team

**GUEST SERVICES ASSOCIATE - J W Marriott Mumbai Juhu**

**May 2007 to July 2008**

355 elegant rooms and suites in an unparalleled location overlooking the sparkling Arabian Sea

**FRONT OFFICE ASSOCIATE - The LaLiT Golf & Spa Resort Goa**

**May 2006 to April 2007** (Erst InterContinental The Grand Goa Resort)

All-suite resort nestled on 85 acres along the pristine Goan coastline offering 245 suites & 10 luxurious villas, 9-hole links golf course, water sports facility.

**EDUCATIONAL QUALIFICATIONS:**

* B.Sc. in Hospitality and Hotel Administration from IHMCTAN Goa with 64.40% in 2006

**KEY STRENGTHS:**

* Deliberative
* Achiever
* Consistent
* Competitive
* Analytical