**Arvind **

**(Operation Manager)**

## Career Summary:

* An experienced and dynamic Hotel Manager who is looking to take on more responsibility and a new challenge. Able to lead, multi-task and make sound decisions in a fast–paced hotel environment. I am looking to introduce new products and services that will meet of tomorrow’s savvy guests.
* Currently looking to develop and progress in my career with ambitious, award winning hotel which is looking to hire talented professionals.

## Career History:

Responsible for maintaining visibility with guests at all times, and assisting to run a hotel has 25 guest rooms and suites, conference , multi-cuisine restaurant , a lounge and high end gym with shopping arcade and other F & B outlets.

* Using hotel resources to maximize guest satisfaction & optimize revenues.
* Developing and implementing staff training programs.
* Welcoming guests in a friendly manner.
* Check all the reports on daily basis and discuss with staff and Management.
* Accurately forecasting revenues/ expenses.
* Promoting hotel via social media.
* Solving and rectifying guest complaints within the company limits.

**\* UNI Hotel –LPU, G.T. road Phagwada, Punjab.**

**(Manager Hotel Operations) Aug.2014 - Sept., 2017**

* **Louis Cruise line- (Europe)**

**Outlet Supervisor Jul.2010 - Nov.2013**

* **Hotel Fidalgo (4\* Hotel) Panjim- Goa**

**Restaurant Manager May.2009 - Jun. 2010**

* **Maharajah Casino- Goa**

**Restaurant Manager May.2008 - Mar.2009**

* **Vainguinim Valley Resort & Chances Casino, Goa**

**Sr. Captain (F&B service) Oct.2005 - Nov.2007**

* **Goa Marriott Resort, Goa**

**Mini Bar In- charge Jan.2004 - May 2005**

* **ITC Welcome Heritage Hotel, Lallgarh Palace, Bikaner (Raj.)**

**Industrial Trainee May.2001- Oct.2001**

**Area of Expertise:**

**\*Expenses control, Hotel security, Housekeeping, Employment law, Menu planning, Budget, P&L, Room management.**

## Academic Qualification:

* P.G. Diploma in Hotel & Tourism Management from VMOU, Kota in 2011.
* Bachelor in Tourism Studies from IGNOU in 2008.
* Diploma in Hotel Management from IHM, Goa in 2000-2003.
* Prof. Barman Course from IHM, Goa.
* Desktop management Skills from Aptech Computers.
* 12th from Rajasthan Board, Ajmer in 1999.
* 10th from Rajasthan Board, Ajmer in 1996.

## Extra Curricular Activities:

* Level-2 Certificate in Food Safety in Catering form Charted Institute of Environmental Health, U.K. in 2012.
* Management skill development program done in Time & Stress Management and Personality Development, organized by MSME, New Delhi in 2013.
* Participate in Save the Vultures Program by W.W.F. & Wild Life Society of India.

## PERSONAL SKILLS:

* Self-starter with accuracy
* Remaining calm and polite on difficult conditions and can well perform under pressure.
* Strong sense of responsibility.
* Language Known - Hindi, English, Konkani & Basic French and Greek.

## HOBBIES

* Traveling, Friendship, Watch Sports & Listening to music.

**REFRENCES**

Available on request

**Place: Arvind**

**Address:-**

**mail:** [**arvind.375109@2freemail.com**](mailto:arvind.375109@2freemail.com)

# Passport Details: (Valid up to 22nd Jan.2022 )