

**Surendra Singh Rawat**

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**PROFESSIONAL SYNOPSIS**

* Over 22 years of extensive experience in the hospitality industry encompassing Guest Relationship Management, Food & Beverage operations, Room division, Facilities Management and Training & Development.
* planning & implementing effective control measures to reduce running costs of the unit.
* Adept designing & implementing training programs for bringing keen customer focus, high energy level and team spirit in the employees.
* Proficient at overseeing Food & Beverage, catering operations and responsible for managing the catering for all kinds of social events, seminars & conferences as well as outdoor catering

**EMPLOYMENT HISTORY**

* Working In 4\* The Emerald Resort in Old Mumbai Highway Dist. Pune with 35 Room

With 4 F&B Outlets & Banquets, Lawn from 01/01/2020 to till As a **General Manager**

* Worked In Royal Plaza 4\* Hotel & Banquets from 01/11/2018 to 31/07/20 **As a F&B Manager** with 42 rooms, 5 banquets hall, 1 bar, room service , Restaurant
* Worked In 4\* The Emerald Resort in Old Mumbai Highway Dist. Pune with 35 Room with **4** F&B Outlets & Banquets, Lawn from 01/01/2018 to To 31/10/2018 **As a General Manager**
* Worked In 4\* Resort in Bin Masjid Hotels & Resorts in Ras AL Khaimah UAE with 253 Rooms with **6** F&B Outlets & Banquets **As a F&B Manager** from 28/11/2016 to To 30/11/2017
* Worked In Western Hotel (4\*) In Abu Dhabi U A E 248 Rooms with 05 F&B Outlets & Banquets As a **Asst F&B Manager** 05/01/2016 to 25/11/2016
* Worked In Ecotel Hotels in The Lagoona (4\*) Resort in Lonavala Pune India 120 Rooms with 05 F&B Outlets& & Banquets 16/04/2012 TO 01/01/2016 **As a F&B Manager**
* PRE-OPENING Team in UAE (5\*) AL Hamra Hotels & Resorts at Acacia Hotel 373 Rooms with 07 F&B Outlets & Banquets **AS A Restaurant & Bar Manager** from 01/01/10 to 6/03/2012
* PRE-Opening Team ASRANI HOTEL & RESORT 4\* star at The Beatle Hotel Mumbai **AS Bar Supervisor** from 22/ 07/ 2008 to 01-01-2010
* Worked as **Bartender & waiter** “HOTEL THE LEELA” Mumbai (A 5 star Deluxe) the essence of India from 011/08/1997-to 21-07-2008

***Responsibilities***

* + Holding regular briefings and meetings with all head of departments.
  + Looking Oversee the operations functions of the hotel, as per the Organizational chart.
  + Handing full compliance to Hotel operating controls, SOP’s, policies, procedures and service standards.
  + Leading all key property issues including capital projects, customer service and refurbishment.
  + Handling complaints, and oversee the service recovery procedures.
  + Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.
  + Managing on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
  + Delivering hotel budget goals and set other short and long term strategic goals for the property.
  + Developing improvement actions, carry out costs savings.
  + Closely monitor the hotels business reports on a daily basis and take decisions accordingly.
  + Monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target
  + Preparing a monthly financial reporting for the owners and stake holders.
  + Drawing up plans and budget (revenues, costs, etc.) for the owners.
  + Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipment’s and services.
  + Doing final decision maker in hiring a key staffs.
  + Doing Coordination with HOD's for the execution of all activities and functions.
  + Managing and develop the Hotel Executive team to ensure career progression and development.
  + Responsible of department heads and take ownership of all guest complaints.
  + Responsible effective leadership to hotel team members.
  + Leading in all aspects of business planning.
  + Responsible to audits to ensure continual improvement is achieved.
  + Handling corporate client handling and take part in new client acquisition along with the sales team whenever required.
  + Responsible for safeguarding the quality of operations both (internal & external audits
  + Responsible for legalization, Occupational Health & Safety Act, fire regulations and other legal requirements**.**

**ACADEMIC CREDENTIALS**

* S.S.C Passed
* H.S.C Passed
* Degree in Hotel Management from Nehru Academy Institute Dehra Dun Uttarakhand
* Handling Micros, IDS, Showman, Material Management System.
* 1 Year Diploma in Business Administration Specialization in hotel from
* Handling Micros, IDS, Showman, Material Management System.

**PERSONAL DETAILS**

Marital Status: Married.

Languages Known: English, Hindi, Marathi (understand)

Hobbies: Driving, Reading and Traveling.

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