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**MAYANK PANDEY**

E-84B Kanchanjunga Apartments, Sector-53, Noida - 201307

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***-KEY EXPERTISE –***

Customer Focus ~ Decision Making ~ Problem Solving ~ Forecasting & Controlling ~ Training & Development

Seeking a **Senior Management** assignment in Hospitality Industry.

* A hospitality professional with **21 years** of experience in the industry.
* Currently working as General Manager in Aakar Lords Inn, Saputara.
* Possess a mix of team and operational experience exposed to various locations & cultures and adapts well to changed situations & environments.
* An accomplished trainer as part of professional responsibilities.

**CORE STRENGTHS**

* Customer Relationship Management
* Forecasting & Budgeting
* Revenue Management
* Team Management
* Effective Communication Skills
* Effective Interpersonal Skills
* Team Building and Leadership
* Detail Oriented & Analytical

**CAREER SUMMARY**

**Managerial**

* Monitoring the overall functioning, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Creating & implementing workflows to facilitate structured support in all areas and issues.
* Ensuring maximum customer satisfaction by closely interacting with in-house and potential guests to understand their requirements and customizing the product and services accordingly Performance
* Forecast trends in occupancy, budget for sales, average rate and other revenue.
* Synchronizing all departments to ensure seamless operations

**Operational**

* Imparting appropriate in house training to attain service excellence & team work and improve standards of service, profit margins as a part of process improvement & TQM principles.
* Preparation of the annual budget and monitor departmental costs on an ongoing basis to ensure performance against budget.
* Work closely with the Sales and Marketing department in the area of promotions, special packages, corporate discounts and new accounts.
* Be aware of the credit policies and procedures and liaise closely with Finance department to ensure that credit procedures are properly carried out.
* Ensure proper repair and maintenance of the hotel.
* Maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of employees.
* Inspect front of house and back of house regularly on a random basis.
* Fully conversant with property safety, first aid, fire and hotel emergency procedures and operate equipment safely and sensibly.
* Initiate action to correct a hazardous situation and notify supervisors of potential dangers.
* Log security incidents, accidents and service issues in accordance with hotel requirements.
* Coaches, counsels and disciplines staff, providing constructive feedback to enhance performance.
* Ensure all statutory and brand compliance.

**Organisational Experience**

**Since Oct. 2017 Aakar Lords Inn, Saputara as General Manager**

Reporting to AVP (Operations)

***Responsibility Outline***: Monitoring the overall operation of the hotel. Maintaining profitability, compliances, brand standards, training and development of human resources, reports etc.

**Feb.2017 – Sept. 2017 Sayaji Hotels Ltd. as Sr. Accommodation Manager - Corporate**

Reporting to Director - Operations

***Responsibility Outline***: Setting up Accommodation department in new hotels, Process audit of the existing hotels, Coordination with sales and revenue department to maximising revenue, Maintaining Guest Satisfaction Index, Coordination with Housekeeping for better amenities and cost control, Maintaining GOP of the department, Preparing budgets and analysing monthly P&L, Monitoring Training and development of department, Maintaining Human Resource Index (HRI)

**Sept.2015 – Feb.2017 Aakar Lords Inn, Saputara as Operation Manager**

Reporting to Area General Manager

***Responsibility Outline***: Monitoring the overall operation of the hotel. Maintaining profitability, compliances, brand standards, reports etc.

***Key Achievements***

* Increased the revenue of hotel by 18% (Growth over last year).
* Controlled the attrition of the hotel.
* Increased the GOP of the hotel.
* Achieved zero bad debt in FY 2016-2017.

**Nov.13 to Aug 15 Tux Hospitality as Head of Sales**

Reporting to Vice President

***Responsibility Outline***: Heading the sales of the group at corporate office. Forecasting, Setting targets, strategy planning, pricing, customer relationship, key account management, analysis, business development of the group, Pre-opening of hotels

**Jul. 12- Nov.13 Park Plaza Delhi CBD Shahdara as Front Office Manager**

Reporting to the General Manager

***Responsibility Outline***: Part of the pre-opening team. Recruitment, Training, PMS installation, Setting up system and procedure for the department, Laying out policies, Budgeting are among the major duties.

***Key Achievements***

* Department is maintaining the highest guest satisfaction index.
* Maintaining the cost under control.

**April 09- Jul. 12 Park Inn, Jaipur as Front Office Manager**

Reporting to the General Manager

***Responsibility Outline***: Impeccably managing the department, coordinate in finalising the revenue forecasting and budgeting, M.I.S., training & development of team member, ensuring statutory compliances, customer satisfaction and closely work with sales in enhancing customer base of the hotel.

**Oct.08- Mar.09 Sales Manager, Kamat Hotels India Ltd. Delhi**

Reporting to the General Manager, Sales & Marketing, Mumbai (Corporate Office)

***Responsibility Outline***: Representing the group in NCR, maintaining the performance of the team, enhancing the business accounts, meeting with the prospective clients, daily and monthly reports, close coordination with the units General Managers and Front Office Managers.

***Key Achievements***

* Improve the image of the brand in the market.
* Create the awareness about the new brands i.e. VITS & Lotus in NCR.

**Apr.05- Oct.08 Lobby Manager, Jaypee Palace Hotel & Convention Center, Agra**

Reporting to the Front office Manager

***Responsibility Outline***: Ensure smooth functioning of Front office shift Operations & resolving guest complaints.

***Key Achievements***

* Received appreciation for maintaining the process of the department at highest level.
* Guest satisfaction tracking system showed a constant improvement.

**Apr.02- Mar.05 Supervisor, Jaypee Palace Hotel & Convention Center, Agra**

Reporting to the Lobby Manager

***Responsibility Outline***:*Ensuring smooth functioning of the shift by k*eeping a regular checks and assist Lobby Manager for smooth operations.

***Key Achievements***

* Felicitated with “Shramdhan” award for the excellence in performance. (Best employee of the Year)

**Jul.2000- Mar.02 Hosp. Assistant, Jaypee Palace Hotel & Convention Center, Agra**

***Responsibility Outline:***  *Ensure smooth check-in and check out for the room guest, providing correct information & key processes by perfect* handover and takeover.

***Key Achievements***

* Awarded with employee of the month.

**Academic Qualification**

* **P.G.D.B.A** – I.I.S.E. Lucknow.
* **Three Years Diploma in Hotel Management**- IHMCT & AN, Bhopal
* **B.T.S-** I.G.N.O.U

**Computer Literacy**

Micros (POS), Fidelio (PMS), Opera (PMS), Microsoft Outlook, MS Office, IDS

**Personal Information**

* **Father’s name** – Mr. S.R.S. Pandey.
* **Date of Birth** – 19th Sept. 1979.
* **Nationality** – Indian.
* **Current Salary** – Rs.95,000/- per month