

# SURENDRA PAREEK

---

Mumbai | +91 8080202688 | sswork610@yahoo.com

## Occupation Synopsis

Experienced and distinguished Management Professional by commended performance and proven results of significant accomplishments and contributions. Demonstrated ability to galvanize teams to achieve ambitious results.

## Objective

To work in an environment which offers scope for development of new skills, strive to achieve goals set by the organization & in the process prove to be an asset to the company.

## Core Competencies

- Good knowledge of different business functions
- Strong work ethics
- Meticulous attention to detail
- Proactive nature
- Passionate, Responsible & Cooperative
- Ability to read situations and act accordingly
- Understanding, Decisive & Flexible
- Strong organizational, time & stress management
- Multi-tasking, Convincing & Optimistic
- Admirable leadership & motivator
- Remarkable Analysis & Problem Solving
- Flair for communication and interpersonal relations

## Professional Experience

### GENERAL MANAGER | NANDED CLUB - HOTEL ON THE ROCKS, NANDED | SEP '19 – PRESENT

- Researching and identifying growth opportunities
- Overseeing daily business operations
- Hiring employees
- Training low-level managers and staff
- Evaluating performance and productivity
- Developing and implementing growth strategies
- Improving revenue
- Generating reports and giving presentations
- Analysing accounting and financial data
- Creating and managing budgets
- Conducting regular briefings and meetings with all the teams
- Ensured full compliance to Hotel operating controls, SOP's, policies, procedures and service standards
- Led all key property issues including capital projects, customer service and refurbishment
- Handling complaints, and overseen service recovery procedures
- Managed on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded
- Ensured all decisions are made in the best interest of the hotel and management
- Developing improvement actions, carry out costs savings
- Coordination with HOD's for the execution of all activities and functions
- Overseeing and managing all departments and working closely with department heads on a daily basis
- Handling corporate client & taking part in new client acquisition along with the sales team whenever required

**RESTAURANT MANAGER | ABHRAJ RESTAURANT, PUNE | JUL '18 – AUG '19**

- Delivering superior service and maximizing customer satisfaction
- Frequent contact with both customers and employees
- Recruiting, training, supervising & managing staff
- Taking reservations
- Recommending ways to reach a broader audience
- Making improvements to the running and developing the restaurant
- Agreeing and managing budgets
- Planning menus, overseeing stock levels & ordering supplies
- Solved issues before they become problems or complaints
- Promoting and marketing the business
- Keeping statistical and financial records
- Setting targets, assessing and improving profitability
- Producing staff roster
- Responding to guests needs and anticipating their unstated ones
- Ensured compliance with sanitation and safety regulations
- Managed restaurant's good image and suggest ways to improve it
- Responded efficiently and accurately to customer complaints
- Coordinating daily operations to Front of the House (FOH) and Back of the House (BOH)

**GENERAL MANAGER & CO-OWNER | SKY MOUNTAIN RESORT, PUNE | DEC '17 – JUN '18**

- Setting up the Startup starting from the clearance of debris from the land to getting the blueprint & 3D of the proposed plan, purchase furniture, recruiting staff, setting up of menu, etc.
- Managed BTL promotions (Below The Line Promotions) such as pamphlets, banners, notice columns, etc. thus help creating awareness in the particular catchment.

**OUTDOOR CATERING MANAGER | MINI PUNJAB, MUMBAI | DEC '16 – NOV '17**

- Gathered customer requirements (like number of guests and event dates)
- Planning food and beverage menus considering clients' preferences and special requests (in consultation with the chefs)
- Arranged food tastings with potential customers
- Managing stock levels and ordering supplies
- Supervising staff at functions and events
- Hiring, training & managing wait staff and kitchen personnel
- Oversaw food prep and customer service
- Determined requirements in ingredients and set portions
- Planning staff shifts for functions and events
- Ensuring compliance with relevant health and safety regulations
- Managing budgets and maintaining financial and administrative records
- Liaising with clients to establish their expectations
- Monitoring the quality of the products and services provided
- Building relationships and negotiating contracts with suppliers/vendors
- Marketing the company's services to prospective clients

**RESTAURANT MANAGER | BUTTER CHICKEN FACTORY, MUMBAI | DEC '15 – NOV '16**

- Supervising & directing courteous serving of food & beverages
- Producing staff roster
- Implementing and maintaining of brand standards
- Driving the guest experience through service quality
- Maintaining customers database and utilizing effectively
- Taking appropriate actions to resolve guests complaints
- Being attentive to guests and anticipating their needs
- Supervising day to day operation of restaurants, maintaining high quality of service
- Taking initiatives to generate revenue and achieve the financial targets
- Monitoring and providing the needs of the restaurants to ensure service efficiency

**GUEST RELATION ASST. MANAGER | TAJ SANTACRUZ, MUMBAI | OCT '12 – JAN '15**

- Provided upscale guest service experiences for clients throughout their stay
- Ensured clients are properly greeted upon their arrival
- Monitored daily bookings and ensure assigned rooms are prepared prior to check-in
- Coordinated luggage collection and storage
- Oversaw check-in and check-out procedures, including reservations and financial transactions
- Promptly addressed guests' requests, like in-room dining (IRD)
- Actively listened to and resolved complaints
- Ensured special guests, like disabled people, elderly, children and VIPs, receive personalized services
- Coordinated and managed communication between guests and staff and followed up to ensure we resolve customer concerns
- Informed clients of the hotel services, including breakfast and dining options
- Promoted all hotel amenities, conveniences and programs offered
- Managed guest relations team (including Receptionists and Concierges) to ensure we comply with all standards and operating procedures
- Appraised team's performance and produced regular reports
- Liaised with Housekeepers and Wait Staff to provide an overall comfortable guest experience
- Examined daily duties, assigned tasks and checked on progress
- Analyzed customer feedback from hotel guestbook and online reviews and suggested ways to improve ratings
- Recommended local tourist spots, including places to dine, shop and sight-see
- Established friendly relationships with regular hotel clients

**RESTAURANT MANAGER | CHOKHI DHANI, JAIPUR | AUG '10 – SEP '12**

- Greeting and advising customers
- Ensured all team members maintain the highest level of guest service
- Training new and current employees on proper customer service practices
- Coordinated between all departments
- Regularly review product quality and research new vendors
- Ensured all employees are conducting themselves in a professional manner
- Encouraged teamwork and cooperation among all service personnel and Service Captains
- Planned for and ensured that all food service personnel, facilities and materials are in complete readiness for operation
- Maintain dining room in a clean, crisp, upbeat atmosphere at all times
- Knowledgeable of menu, recipe and production procedure
- Ensuring and providing flawless, upscale, professional and high class guest service experiences
- Analyzing customer feedback and providing strategic direction to continuously improve overall rating
- Liaising with customers, employees, suppliers, licensing authorities and sales representatives
- Ensuring compliance with licensing, hygiene and health and safety legislation/ guidelines
- Appraise staff performance and provide feedback to improve productivity

**ASSISTANT MANAGER | HALDIRAM, NAGPUR | MAR '08 – JUL '10**

- Greeting customers & proficiently handled the inquiries
- Frequent contact with both customers and employees
- Maintaining tables & counters with cleaning & resetting
- Actively dealing with the complaints
- Handled cash, credit/debit cards & cash register
- Made sure employees perform their tasks as asked
- Maintained records of staff, clients, vendors, etc
- Charging customers as per their orders
- Planning & Co-ordination on a regular basis
- Ensured to maintain overall hygiene
- Analyzing & solving problems that arise in a working environment
- Training the staff to meet customer's ever changing requirements
- Supervised preparation of food, stocking supplies
- Handled proper serving done by the employees
- Negotiating with vendors
- Interacting with colleagues & customers on a professional level
- Taking responsibility for own professional development and duties in relation to the company's policies and practices
- Establishing and maintaining productive relationships with the network as well as clients
- Greeting and advising customers
- Ensured all team members maintain the highest level of guest service
- Training new and current employees on proper customer service practices

**Education**

**BCOM | 2004-05**

Government Bangur College, Rajasthan University

---