

# Amar Nath Mehta

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## SENIOR MANAGERIAL ASSIGNMENTS

Front Office Manager, Resort Manager and hotel operations In the **Hospitality** Sector

### \* Hotel Manager \*

With comprehensive skills; experience; knowledge in;

- \* Room sales
- \* Quality Compliance
- \* Banquet Selling
- \* Client Servicing

- \* Sales and Revenue Generation
- \* Business Development / Marketing
- \* Pr-Opening
- \* People Management

Adept at planning, supervising and managing the Front Office and Operations including procurement and maintenance of inventory levels for smooth functioning of operations. Experience in developing and follow up of the service standards and operational policies, with a good track record of planning & implementing effective control measures to reduce running costs of the unit. Capability of delivering value-added customer service and achieving customer satisfaction by providing customised products as per requirements. Boosted the revenues and streamlined work flow. Proficiency in devising strategies to streamline operations, organize Shows/Festivals, augment visibility & customer preference across the career span. A keen planner & strategist with track record of achieving Revenue, Profit & Business Growth objectives within start-up and highly competitive, rapid change environments. Designed & implemented training programs for bringing keen customer focus, high energy level and team spirit in the employees. Excellent communication, inter-personal, liaison & problem solving skills; ability to work in agricultural environment.

## PROFICIENCY FORTE

### Strategic Planning

- † Planning & implementation of strategies, development and expansion in hotel based on current market trends.
- † Sustaining profitable operations with focus on budgeting & marketing.
- † Conceptualizing & implementing marketing plans in tune with macro-business, thereby achieving profitability.
- † Projecting and improving company image through effective corporate Public Relations and promotion.

### Operations Management

- † Strategizing the long/ short-term directions by forecasting the future manpower requirement and designing plans for acquiring requisite skills and competencies.
- † Managing the complete recruitment life cycle for sourcing the best talent from diverse sources after identification of manpower requirements.
- † Conceptualizing & developing training & development initiatives for improved productivity, building capability and quality enhancement.
- † Handling entire Restaurant Operations; inclusive of formulating & implementing the department's Standard Operating Procedures includes goals, budgets, plans, administrative activities, etc.
- † Ensuring high quality services to achieve customer delight by extensive interaction with guest and quick resolution of problems.
- † Coordinating with in-house and potential guests to understand their requirements and customize the product and services accordingly.

### Client Servicing

- † Ensuring customer satisfaction by achieving delivery of service quality norms by interacting with guests, handle guests requests & resolving complaints.
- † Executing policies & procedures in the operating systems to achieve greater customer delight.

### Facilities Management

- † Managing all aspects of facilities management & maintenance.
- † Supervising maintenance of high standards of housekeeping, ensuring highest standards of hygiene and cleanliness including Infection Prevention.
- † Maintaining & up keeping of public areas, rooms & décor, viz. décor for festivals, banquet and parties.
- † Conduct Surveys to access the requirements of the client prior to start of operation.

### **Event Management**

- Manage the entire course of events inclusive of concept design, procurement of materials, set design, on-site management, logistics, troubleshooting etc.
- Co-ordinate with high profile individuals/ celebrities for securing their participation in events.
- Handle appropriate media selection for coverage of events as well as ensure positive media relations.

### **Business Development**

- Identifying and networking with prospective clients; generating business from existing accounts and achieving profitability and increased sales growth.
- Analyzing marketing trends and tracking competitors' activities and providing valuable inputs for product enhancement and fine tuning sales & marketing strategies.
- Conceptualizing & implementing services plans / policies for the organization, ensuring accomplishment of business goals.

### **Team Management**

- Managing the duty roster for the staff including their leave, appraisals & succession plans.
- Safeguarding all food production & service employees by implementing training to increase their knowledge about safety, sanitation, and accident prevention principles.
- Working in coordination with the chef, cooks, and other employees to ensure that food preparation is economical without compromising on the quality.
- Imparting appropriate training on Food preparation, Service Excellence and Teamwork to the staff.
- Organizing & conducting Practical and Theoretical training programs, to enhance skills and motivational levels.

## **CAREER FEATURES**

Ginger Hotel Vapi An IHCL Brand

Since 04<sup>th</sup> April 2016 to till Now

### **Hotel Manager**

- Handling entire Hotel Operations; inclusive of formulating & implementing the department's Standard Operating Procedures includes goals, budgets, plans, administrative activities, etc.
- Room sales and Promotions
- Managed all aspects of service management involved Ambiance Management etc.
- Coordinated with in-house and potential guests to understand their requirements and customize the product and services accordingly.
- Ensured proper maintenance of Hygiene and Sanitation Standards in the All the Areas as per the Wyndham Audits.
- Organized **Food Festivals, Events and Promoting Holiday Activity Business.**
- Key focus is on driving the achievement of goals through executing **Operational Plans** geared towards guest satisfaction.
- Work closely with Engineering department for upkeep of equipment's and servicing part.
- Work closely with F&B manager to promote and generate revenue with conducting promotional activities.
- Work closely with Executive House Keeper for the maintaining hygienic environment for the guest.
- Work closely with Accounts and stores for rotation of funds and intents.
- Took initiative for Conferences and Get Together in very attractive and competitive price, which help in driving the customer in our place and to know about the concept and to increase the business.
- Organized Food Festival at Hotel.
- Streamlined system and procedures pertaining to the Corporate Sector Sales Departm

Sterling Nainital Bhavinipur Greens

Since Oct, 2014 till March,2016

### **Asst. Front Office Manager**

- Handling entire Front office, Housekeeping, Banquets and Sales Operations; inclusive of formulating & implementing the department's Standard Operating Procedures includes goals, budgets, plans, administrative activities, etc.
- Room sales, Banquets and wedding Promotions
- Managed all aspects of service management involved Ambiance Management etc.
- Coordinated with in-house and potential guests to understand their requirements and customize the product and services accordingly.
- Ensured proper maintenance of Hygiene and Sanitation Standards in the All the Areas as per the IHCL Audits.
- Key focus is on driving the achievement of goals through executing **Operational Plans** geared towards guest satisfaction.
- Work closely with Engineering department for upkeep of equipment's and servicing part.

- Work closely with F&B manager to promote and generate revenue with conducting promotional activities.
- Work closely with Executive House Keeper for the maintaining hygienic environment for the guest.
- Work closely with Accounts and stores for rotation of funds and intentings.
- Streamlined system and procedures pertaining to the Corporate Sector Sales Department.

Lazy Lagoon Sarovar Portico Suites.  
**Front Office Manager**

May, 2014 to Oct 2014

- Reporting to General Manager.
- Setting up of Front Office Department
- Overlook Operations of the Front Office, as per the Standard operating Procedures set by Sarovar Hotels.
- Staffing, Roaster, Recruitment
- Training staff as per the standards of the Industry
- Handling Guest complains.
- Handling situations which acquire legal attention.
- Revenue Management
- OTA benefits and Tie ups
- Up keep of records and files for future references

Sterling Fernhill Ooty  
**Asst Front Office Manager**

April 2011 to April 2014

- Reporting to General manager.
- Setting up of Front Office Department in co ordination with the sales
- Overlook Operations of the Front Office, as per the Standard operating Procedures set by the company.
- Staffing, Roaster, Recruitment
- Training staff as per the standards of the Industry
- Handling Guest complains.
- Handling situations which acquire legal attention.
- Revenue Management
- Up keep of records and files for future references
- Overlook Operations of the Front Office as per the Standard operating Procedures set by the company.
- Took initiative for Conferences and Get Together in very attractive and competitive price, which help in driving the customer in our place and to know about the concept and to increase the business.

Sun n Sand Nagpur  
**Duty Manager**

Aug, 2009 to April 2011

- Reporting to Front Office Manager.
- Overlook Strategies to achieve Budget set by the company.
- Oversaw Sales Strategies along with handling operation for Banquet booking and events.
- Initiative for **corporate tie-ups** for small Conferences and Get Together in very attractive and competitive price, which help in driving the customer in our place and to know about the concept and to increase the business.
- Strategically selling F&B Outlets.
- Up-selling of Rooms .
- Streamlined system and procedures pertaining to the Corporate Sector Sales Department.
- Conducting Events, Out Door Catering.
- Took initiative for Conferences and Get Together in very attractive and competitive price, which help in driving the customer in our place and to know about the concept and to increase the business.
- Organized Food Festival at Hotel.
- Streamlined system and procedures pertaining to the Corporate Sector Sales Department

Fortune Park Galaxy Vapi  
**Front Office Executive**

June,2007 to Sept 2008

- Reporting to Front Office Manager.
- Overlook Strategies to achieve Budget set by the company.
- Oversaw Sales Strategies along with handling operation for Group Bookings and VIP Movements.
- Initiative for **corporate tie-ups** for small Conferences and Get Together in very attractive and competitive price, which help in driving the customer in our place and to know about the concept and to increase the business.
- Up-selling of Rooms

Ramada Plaza J.H.V Varanasi

Oct,2006 to June 2007

**Front Office Supervisor**

- Reporting to Front Office Manager.
- Overlook Strategies to achieve Budget set by the company.
- Oversaw Sales Strategies along with handling operation for Group Bookings and VIP Movements.
- Initiative for **corporate tie-ups** for small Conferences and Get Together in very attractive and competitive price, which help in driving the customer in our place and to know about the concept and to increase the business.
- Up-selling of Rooms

Clarion the West End Nashik

Sept,2005 to Oct 2006

**Front Office Associate**

- Reporting to Duty Manager .
- Responsible for Check in Check out
- Cash Handling

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#### EDUCATION / CERTIFICATIONS

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**Three Years Diploma in Hotel Management From Durgapur Society of Management Science**

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#### PERSONAL VITAE

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Date of Birth : 07<sup>th</sup> Nov, 1985  
Address : New Shastri Nagar Madhubani Purnia Bihar 854301