



BHUPENDRA SINGH SHEKHAWAT

GENERAL MANAGER

PROFILE

- 15 Years of rich experience Hotel Operations & Administration with very good records.
- Ability to work successfully in a dynamic, changing and even somewhat unstructured environment.
- Proven skill of leading a team of frontline managers and coordinating the related activities for successful projects.
- Expert in starting the new properties with very good sales results.
- Outstanding organizational and interpersonal skills and effectively deal with all business contacts.
- Great knowledge of property management systems.
- Strong judgment skills and effective and remarkable listening abilities.
- Strong experience in implementing, developing and evaluating guest service standards.
- Exceptional ability to give attention to detail.

CONTACT

Address: 87, Harmada Jaipur Rajasthan

Residence Cell: +91 09928226419)

Email: bhupenfo@gmail.com

OBJECTIVE

To associate with an organization which progresses dynamically and gives me a chance to update my knowledge and enhance my skills, in the state of art technologies and be a part of the team that excels in work to words, the growth of organization and my satisfaction thereof.

PROFESSIONAL QUALIFICATION

Suba Group of Hotels (34- Location, 50 Hotel across India, Dubai and Nepal)

April 2021 Till Date.

General Manager

- Directs the overall operation of assigned hotel to maximize performance, profitability and return on investment by creating a positive and productive work environment and ensuring superior guest service and compliance with quality and operational standards.
- Develops and monitors the performance of financial and operational plans which support the overall objectives of the hotel and operating division; develops the annual budget and business plan, and makes recommendations for capital improvements to enhance the assets of the hotel.
- Ensures that product quality and service standards are met in all areas of the hotel as pertains to physical appearance, maintenance and cleanliness. Establishes and maintains preventative maintenance programs to protect the physical assets of the hotel
- Maximizes food and beverage revenues by ensuring optimal use of banquet/outlet space and most cost-effective management of the hotel's food and beverage outlets.
- Works closely with operating team in ensures optimum staffing levels relative to volume and productivity levels in all areas of the hotel. Maximizes training initiatives and plans to drive efficiencies and enhance operating and service performance of the hotel.
- Oversees the security function to ensure a safe and secure environment for guests, employees, and hotel assets.
- Establishes and maintains a proactive human resources function to ensure employee motivation, training and development, pay and benefit administration, and compliance with policies and procedures and local labor regulations.
- Fosters the development of a positive work environment for all employees. Mentors all levels of employees through formal and informal meetings, discussions and performance feedback
- Works effectively with staff to address cultural and/or work environment issues so as to affect positive employee and guest experiences
- Train all assigned staff to achieve the professionalism and smooth operation.
- Complete control of Room Reservations, Front Office as well as sales & Marketing.
- Participation in IATO, TAAI, GITB, SATTE, TTF etc. travel fairs in different cities of India.
- Maintaining healthy professional relationships with corporate accounts, Travel Agents and Government Bodies.

EDUCATION

Sen. Secondary (10+2) From Rajasthan board

Presently Undergoing **Grad. (B.COM)** (Private)
From Bhawani Rajasthan University

Hotel Fort Chandragupta Jaipur, Rajasthan

January 2015 Till March 2021.

Deputy General Manager promoted as a **General manager**

- Responsible for the performance, profit and loss, compliance, people management and communication of the business.
- In charge of the day-to-day running of the business.
- Encouraging and maintain a positive working environment.
- Budgetary control.
- Team building.
- Experience of project management.
- Business development.
- Recruitment and training of staff.
- Finance & profitability.

Hotel Galaxy Macau (Hong Kong)

March 2015 till December 2015.

Front Duty Manager / Front office Team leader

- Greet guests as they arrive and provide them with information needed
- Assist in the registration procedures
- Provide information regarding the hotel's services and policies
- Assist in overseeing front desk operators
- Train personnel in customer services as and when required
- Provide resolutions to conflicts and guests' problem
- Co-ordinates all activities in the Front Office in terms of operation and administration, to ensure all efforts are direct towards guest satisfaction
- Implements standards and procedures in accordance to the Novotel Vilnius Centre Hotel policies.

Hotel Royal Orchid, Jaipur India

April 2010- March 2013

Front Desk Supervisor/ Front office Team leader

- Co-ordinates all activities in the Front Office in terms of operation and administration, to ensure all efforts are direct towards guest satisfaction (staff of 10 members.)
- Implements standards and procedures in accordance to the Hotel policies.
- Helps meet the department's quantitative and qualitative targets.
- Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a rapid solution
- Supervise and oversee all the duties performed by all employees of front office.
- Got promotion to front office duty manger.
- Make sure that all employees complete their essential tasks before leaving.
- Discipline, counsel and coach employees if necessary, using proper techniques and documentation.
- Responsible for daily monitoring and proper training of all service levels provided by employees to fellow employees and guests.

The Wall Street, Jaipur India

Sep 2007 - April 2010

Front Desk Supervisor

- Supervise and oversee all the duties performed by all employees of front office.
- Make sure that all employees complete their essential tasks before leaving.
- Discipline, counsel and coach employees if necessary, using proper techniques and documentation.
- Responsible for daily monitoring and proper training of all service levels provided by employees to fellow employees and guests.
- Assist with any problem in scheduled shifts on the night audit shifts.
- Responsible for monitoring and supervising that all employees follow proper cash handling procedures.
- Maintain and monitor proper front office operational supplies.
- Maintain hygiene and organization of front desk, back office and front desk closet.
- Ensure accuracy of rooming lists, groups, arrivals, amenities, etc.

PERSONAL INFO.

Date of Birth : 2 November 1985

M. Status : Married

Language : English, Hindi

Hotel Vesta International, Jaipur India

March 2013 till January 2015

Front Duty Manager / Front office Team leader

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Mansingh Hotels & Towers, Jaipur India

Aug 2006 – Sep 2007

Front Desk Clerk

- Welcome, registered and assigned rooms to guests.
- Collected payments, computer bills and made change for guests.
- Kept guest's accounts and room availability records manually or using computers.
- Issued room keys and escorted instructions to bellhops.
- Responsible for performing simple bookkeeping activities like balancing cash accounts.
- Posted charges for food, rooms, liquor or telephone calls to ledgers manually or by using computers.
- Accountable for reviewing accounts and charges with guests while checking out.
- Received and transmitted messages, using telephone and telephone switchboards.