# ***RESUME***

# Madhur Rai

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### CAREER OBJECTIVE: To obtain a management position in a challenging & performance driven environment that will utilize my skills, experience & education to achieve the highest level of competence, proficiency & operational excellence.

**CAREER OVERVIEW:** Over 23 years of varied experience in Hotel Industry operations & facilities management, in almost all the domains. Proven expertise in managing a sizeable team, as well as being a proactive team leader. Have contemporary and creative approach towards the area of work with strong hold on guest management and relationship. Worked for leading Hotels like The Lalit, New Delhi, The Oberoi New Delhi, Hotel Sunlake, Jakarta & Holiday Inn Crown Plaza, Jerusalem.

**PROFESSIOAL EXPERIENCE**

* **Estate Manager *(Dec 2020 till June 2021) Colliers International / DLF- Trinity Towers.*** Colliers International is a leading diversified professional services and investment Management Company. With operations in 68 countries, our more than 15,000 enterprising people work collaboratively to provide expert advice to maximize the value of property for real estate occupiers, owners and investors.

Estate manager being the single point of contact for all the Services, Vendors, and AMC Vendors and for all occupants, FM coordinates with all Vendors for the required Operations and will liaison between Management & Vendors. Direct the planning and delivery of all facility related and administrative support services and activities at the site on a day-to-day basis. Make periodic inspections of the building and equipment to determine if janitorial, security and other services are adequate and whether repair work is needed; reviews safety and security equipment and procedures for adequacy. Innovate, suggest and implement energy conservation ideas. Overseeing the inventory, rental, repair and maintenance of office equipment. Review with client representative regarding various maintenance issue & improvement of the office area. Co-ordination with local authorities on behalf of clients Develop and establishes policies and objectives consistent with those of the organization to ensure efficient and safe operation. Responsible for overall upkeep of the site to high standards of operations, maintenance and cleanliness. Periodic review / amend checklist, operation steps, spares parts consumption analysis. Co-ordinate with OEM for service obligation as per AMC & in case of breakdown of system. Ensure all safety guidelines/ requirements are adhered to by team members/vendors. Organize and coordinate formal monthly meetings with the client& management and with vendors /sub-contractors. Preparation of Daily, Weekly and Monthly reports for client as per the prescribe formats. Develops and implements ISO systems and processes to establish and maintain records for the operating unit. Ensuring compliance to governing documents by one and all. Keeping abreast with the local and state statutory policies. Providing prompt response of emails received. Updating and pursuing pending task tracker with client.

* **Facilities Manager *(July 2019 till April 2020) Jones Lang LaSalle –JLL*** is a global real estate services and investment management company with offices in 32 countries spread across five continents. JLL is India's premier and largest professional services firm specializing in real estate and in integrated facilities Management (IFM).

As a Facility Manager, I was handling JLL premier client – Amazon India (Noida- CS campus) with 6 floors and estimated area of 156,000 sq ft of covered area, responsible for the management of a wide range of issues, from strategic contracts management to input on day-to-day operations. Facilities Manager has to be highly familiar with the service structure, including responses to requests for assistance on Facilities Management issues from client staff and arrangements pertaining to all operating expenditures. The position forms a part of the team that provides a professional, value-focused service aimed at meeting or exceeding client expectations.

* **Restaurant General Manager*( January 2010-March 2019 )Pizzeria Express Italiana, Salou (Spain)*** Pizzeria Express Italiana, a 80 cover, multi cuisine semi-formal dine in restaurant with choices of Pizzas, steaks ,Pastas, Rolls & North Indian cuisine .It also had a 10 cover PDR. The company also owns Hippo steak house and a Super market.

As Manager Operations, the most important job initially was to establish a restaurant business plan by surveying restaurant demand; conferring with people in the community; identifying &evaluating competitors; preparing financial, marketing, and sales projections, revision of menu, analyses, and estimates. Smooth working of the restaurant in coordination with Kitchen along with supervision of purchasing, negotiating prices with vendors & suppliers.

* **Executive Assistant Manager *(Dec 2004– Dec 2009)Sunlake Hotel, Jakarta -*** *Part of Sunlake Group of Hotels, Indonesia.* A 5 star deluxe business hotel. Handling Rooms Division & assisting the General Manager in day-to-day working. Monitoring, supervising & assisting control & co-ordination of all core departments in the hotel. Conducting daily morning briefings, monthly departmental head meetings & discuss operational issues, trouble shooting with department heads. In general, job responsibilities involve handling key situations, guest complaints in day-to-day operations of the hotel as a Resident Manager. Periodically inspect rooms, building exteriors, parking lot etc. In addition, to assist the General Manager to achieve optimum operating results while constantly endeavoring to improve the service standards. ([www.sunlakehotel.com](http://www.sunlakehotel.com))
* **Food & Beverage Manager*(June 2002 – November 2004) Opus Lounge & Bar, New Delhi, India.*** Opus Lounge & Bar was a two levels, 120 covers lounge bar with a multi cuisine menu. Was part of the Pre-opening team, subsequently on completion of the project, the responsibility changed to move the lounge bar from the project stage to operations. Manpower planning, setup for systems & standard operating procedures. To supervise smooth operations of the lounge bar. Responsible for team of forty colleagues between service & kitchen staff.
* **Butler Service*(June 2001 – June 2002)The Oberoi, New Delhi,***Worked as a Butler & designated Shift in Charge for the unprecedented, personalized, exclusive Butler service, provided guests with an unimaginably supreme standard of service & luxury. Butlers were extensively trained in accordance to exacting standards. Apart from serving the guest with In-Room Breakfast & Dining, Each butler was assigned a floor on daily basis to replenish room amenities & Mini Bar items. ([www.oberoidelhi.com](http://www.oberoidelhi.com/))
* **Restaurant Manager*(September 1998 – May 2001)Kohinoor-Kosher Indian Restaurant, Crowne Plaza Hotel, Jerusalem, Israel.*** Situated in the luxurious 5 star Crowne Plaza Hotel***,*** a 397-room property, Kohinoor has earned a reputation as one of Israel’s best Indian restaurant. Independently handled & supervised food & beverage operations of the restaurant. Guest interactions, complaints, feedback with standardization of services, hiring, maintaining staff payrolls, revenue reports, ordering for market list were a part of the job but better co-ordination with hotel was a priority for the smooth functioning of the restaurant. ([www.**crowneplaza**.com/**Jerusalem**](http://www.crowneplaza.com/Jerusalem))
* **Club Lounge Host**(***September 1997 – September 1998)The Lalit***,***New Delhi India****(Formerly New Delhi Hilton).*The Quorum Business Club lounge offers 4 meeting rooms, a Private dining area and a law library. Being a part of ***‘The Club lounge’*** team meant to be ***‘Crème de Crème’***. Since Executive floors were a part of Club lounge located at the 22nd floor, its facilities included complimentaries like Airport transfers, Breakfast buffet & Evening Hi-Tea with Cocktails, in the lounge. Multi skilled job profile, handling guest services at the Executive floors. (www.thelalit.com/the-lalit-new-delhi/)

**EDUCATIONAL& PROFESSIONAL QUALIFICATION**

* Bachelor’s Degree in Commerce (B.com) from Delhi University. (1997)
* XIIth Grade (CBSE Board) from Apeejay School, Faridabad, Haryana, India. (1993)
* XthGrade (CBSE Board) from Apeejay School, Faridabad, Haryana, India. (1991)
* Three years ***Diploma in Hotel Management*** from IHM, Panipat.(HRY) (1997)
* Six months Internship at *‘****The Oberoi Grand Hotel, Kolkata***. (1995)

**LANGUAGE KNOWN:** English, Hindi, Punjabi, Bahasa Indonesia, Malay &Hebrew.

**HOBBIES:** As an artist won many prizes at various drawing competitions & was awarded the ***‘Best Artist Award’*** by the school. Participated in Dance, Drama & theatre in school & college.

**PERSONAL DETAILS:**

Date of birth : 29th August 1975.

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