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**QUOTE: HARD WORK + RESULT = PAYS**

**CAREER STATEMENT**

“I feel that my greatest strengths are firstly my strong commitment towards guests to make them have the best possible experience. Secondly my skills on forming personal bonds with staff members and the business partners. Thirdly my desire to do everything possible to ensure that company not only meets but indeed exceeds all of the goals & targets set.”

**PROFESSIONAL SUMMERY**

Dynamic and sales focused professional with a capability to deliver more than expectations. With a track record of outstanding managerial skills in all aspects of hotel sales and marketing more-likely in creating the brand image, pre-openings, increasing the revenue and in meeting the guest expectations in all aspects. As a true leader, ready to assist wherever I am required and will do everything to deliver results that will contribute to the overall mission and success of a business enterprise. I possess an analytical and expedient approach to problem solving which always results in a win/win resolution. I also carry a self-assurance that enables goals to be achieved and is

Constantly looking to introduce new promotions and services that will meet the needs of

tomorrow’s savvy global travellers.

**AREAS OF EXPERTISE**

Leadership: Skills: Motivating skills, Coaching and development of team members

Project Management - Manage Successful Pre-Opening projects, risk & cost management

Financial Management - Budgeting, Forecasting, Review Financial Statements, Rate

Management and Business metrics.

Communication & writing Skills– Communicating with Senior Management and Owners, Quarter &

Annual Review presentation. Able to provide & ask for feedback. Able to conduct meetings that achieve results. Can clearly express ideas & information.

Business Management - Understand market strategy; Decision making, Market research, Work flow, Strategic revenue management.

**CAREER HISTORY**

**Global Trade Fairs & Conventions – From Nov 2019 to March 2021**

**Position: GM Sales & Marketing**

Formally Known as India International Travel Mart (IITE) which serves as an effective platform for Hoteliers, Tour operators, Travel Agents, DMC bringing together Indian & global travel trade fraternity under one roof. It’s a one stop opportunity for the pioneers and start-ups that forges a profitable & successful platform. Travel agents can also explore specialized categories like culture and heritage tourism, adventure tourism, pilgrimage tourism, health & wellness tourism etc. Hotels & Resorts on the other hand can meet and network with tour operators, chance to meet corporates etc.

We organize Exhibitions in Tier 2 cities like Mangalore, Madurai, Vijayawada, Indoor, Nagpur, Raipur, Rajkot, and Bhubaneswar every year.

**Brindavan Resort - Mysore– From 2016 to 2019.**

**Position: Joined as General Manager Sales & Operations**

My key responsibilities included serving as executive member of team to develop sales strategies; sales vision, effectively training and coaching both veteran and new sales team members. The responsibilities also include revenue management, budgeting and forecasting, pricing strategy, contracting, RFP‟s, Participating in Trade Fairs.

* Carried ultimate responsibility of overall sales and marketing of the Units.
* Training low-level managers and staff.
* Hiring employees.
* Evaluating performance and productivity.
* Analysing accounting and financial data.
* Researching and identifying growth opportunities.
* Generating reports and giving presentations.
* Oversee the operations functions of the hotel, as per the Organizational chart.
* Hold regular briefings and meetings with all head of departments.
* Ensure full compliance to Hotel operating controls, SOP’s, policies, procedures and service standards.
* Lead all key property issues including capital projects, customer service and refurbishment.
* Handling complaints, and oversee the service recovery procedures.
* Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, [Marketing](https://setupmyhotel.com/homepage/hotel-management-glossary/marketing.html) & Sales [Plan](https://setupmyhotel.com/homepage/hotel-management-glossary/meal-plan.html) and Capital Budget.
* Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
* Ensure all decisions are made in the best interest of the hotels and management.
* Deliver hotel budget goals and [set](https://setupmyhotel.com/homepage/hotel-management-glossary/set.html) other [short](https://setupmyhotel.com/homepage/hotel-management-glossary/short.html) and long term strategic goals for the property.
* Participating in Trade Fairs Pan India.

**Indo Asia Hotels (A Division of Indo Asia Tours Pvt Ltd) – From 2001 to 2016**

**Position: Joined as Sales Manager & Got promoted to Regional Manager**

Headed Sales, Marketing & Revenue management of the beautiful luxury resort; responsibilities included optimizing the revenue and profit performance. Responsibilities also included budgeting, incentive plans, clear communication, strategic sales vision, effectively training to my sub ordinates, data base management, rate management. Cultivating excellent relationship with new prospects and existing customers. Focus on achieving continuous business performance. Marketing responsibilities include B2B agents in South India (Karnataka, Andhra Pradesh, Madhya Pradesh, Kerala & Tamil Nadu), OTA, got opportunity to work with Inbound Tour operators & FTO (negotiating with hotels for contracted rates, contracting with vendors for transport, flight ticket, train ticket), itinerary preparation, advertisement creativity and PR strategies. Participating in Trade fairs Pan India,

Was part of Pre-Opening of 02 properties namely Heritage Resort Coorg & Heritage Resort Hampi.

**Club Mahindra Resorts – From 1997 to 2001**

**Position: Asst. Manager Sales**

Broad scope of responsibility included strategic market planning, business development, sales forecasting, contract / price negotiation for MICE & sales policies which helped in promoting the awareness of the product within the corporate in turn developed efficient sales for the organization.

**Ramanashree Group of Hotels – From 1994 to 1997**

**Position: Front Office Executive**

Providing rooms for guests with or without reservations includes servicing same-day reservations as well as pre-registered guests. Provide information about available rooms and rates, furnish room keys and hotel information, and process payments. Responsible for balancing cash accounts and ensuring that all checkout payments balance at the end of their shift. Creating a report as per the accounting specifications. Handling complaints / service request from the guest.

**Eureka Fobes – From 1990 to 1994**

**Position: Sales Executive**

Selling Vacuum Cleaner to direct clients, fixing appointments area wise, making cold calls, giving demonstration, negotiating price & closing the sale.

**Professional Talent**

Active team member with self-drive and motivation Knowledge, enthusiastic & dependable. Proficient in Discussion & Presentation. Well Organised, ability to work under pressure. Promote harmony & team work in the work place. Inspire confidence and respect among co-workers.

**Personal Skills**

Service orientated, Responsiveness, Leadership skills Professional, judgments Problem solving

Super organized, Decision making, Energetic, Self-control, Excellent communicator, well organized

Influencing.

**Personal Attributes**

Acting with the highest ethical standards and always treating others fairly & with respect

A creative & innovative thinker, having a practical approach to problem solving.

**Academic Background:**

Schooling done from Kendriya Vidyalaya ASC Bangalore till 10th

Studied PU from Ambekdar College 1987

B.Com from RBNMS College in 1990

**Languages Known:** English, Hindi, Kannada, Tamil, Telugu( Manageable)

**Declaration**

I hereby declare that the above mention information is true up to my knowledge.