



**Rupachandraiah  
(BalajiRayalu)**

**8/171(a), Upstairs, Kaikala Street, Kothapet, Srikalahasti – 517644, Andhara Pradesh**

**“Panchajanyam” Puthenvallivayal, Edakkad – PO, Kunduparambha,  
Calicut, Kerala - 673005**

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### **GENERAL MANAGER**

### **20 + Years of Rich Cross Functional Experience In Hotel Operations Encompassing**

***Maximizing resources and improving bottom line through expert leadership in quality service, staff development, cost control, and visionary P&L management.***

Senior operations and general management executive leveraging more than 20 + years of top-level Profit and Loss responsibility for multi-service hotels and resorts nationwide. Repeatedly hired and commended by owners for improving bottom-line margins while increasing quality and service in organizations ranging from 80 to 150 employees, and building strong teams and efficient systems to positively impact start-up businesses, growth, and downsizing objectives.

***Providing effective solutions that produce immediate impact and contribute to long-term success.***

### **CORE SKILLS ANDKNOWLEDGE**

#### **OPERATIONSMANAGEMENT**

Resort Management  
Multi-site Operations  
HospitalityManagement  
Food & Beverage Operations  
SOP's

#### **STAFF DEVELOPMENT**

Recruiting/Hiring Talent  
Optimization Training  
Motivation/Empowerment

#### **CUSTOMER SERVICE**

Guest Satisfaction  
Increased Occupancy  
Customer Retention  
Quality Assurance

#### **P&L MANAGEMENT**

Budget Management  
Cost Controls  
Sales & Marketing  
Asset Management  
Strategic Planning  
Revenue Management

### **GENERAL MANAGEMENTEXPERIENCE**

### **Current Organization**

#### **Concept Hospitality,**

The Fern Residency - Kakinada.

Reporting to :- Group General Manager

Designation : General Manager Operations

4<sup>th</sup> Jan 2021 – Till The Date

## Previous Organizations

### **Sangu Chakra Group Of Hotels.**

Sangam Hotel - Thanjavur.

Reporting to :-Group General Manager

Designation : General Manager Operations

7<sup>th</sup> Jan 2019 to 26<sup>th</sup> June 2020.

### **White Castle Corporate Residences**

“Managed by Autum Hotels India LLP”

Reporting to :- Property MD & Group Directors

Designation : General Manager

5<sup>th</sup> April 2017– 31<sup>st</sup> Dec 2018.

### **Casa Clarks Inn - Mysore**

Clarks Inn Group Of Hotels

Reporting to :- Area Director

Designation : General Manager - Operations

12<sup>th</sup> May 2015 – 02<sup>nd</sup> April 2017

### **Sinclairs Retreat Ooty - 4\* Hotel**

Reporting to – Corp. GM

Designation – General Manager

( Sinclairs Hotels & Resorts)

3rd Dec 2012 – 10<sup>th</sup> May 2015

### **Confident Group (Confident Resorts Retreats (I) Pvt Ltd.), Mega Bangalore.**

Reporting to – General Manager – Operations

Designation – Rooms Division Manager – Operations.

Confident Cascade

(Group Of Confident Resorts &Retreats )

10<sup>th</sup> January 2010 – 31<sup>st</sup> Mar 2011

Front Office Manager

### **Confident Amoon Glamour Resort + Spa (Group Of Confident Resorts &Retreats )**

1<sup>st</sup> April 2011 – 30<sup>th</sup> Nov - 2012

Rooms Division Manager

### **St. Marks Hotel - Bangalore**

October 17<sup>th</sup> 2004 to 9<sup>th</sup> January 2010

Front Office Supervisor

By Raheja Group Of Hotels

### **Fortune Hotel – Calicut**

10<sup>th</sup> July 2001 To 16<sup>th</sup> October 2004

Guest Service Associate – Front Office

By ITC Welcome Group

### **Swarna Residency – Sri Kalahasti**

1998 February to 2000 January

Guest Service Associate - Front Office

## Core Competencies

### Strategic Planning / New Set Ups / System Implementation

- ✓ Establishing new business and devising short and long term goals / strategies for business in line with organization objectives.
- ✓ Involved in formulation of budgets and ensuring adherence to planned expenses economically.
- ✓ Initiating various systems on process improvement and quality to enhance operational efficiency.

### Business Development

- ✓ Conceptualizing and implementing strategic plans in tune with macro business plans, thereby achieving profitability.
- ✓ Projecting & improving company image through effective corporate public relations & promotional activities.
- ✓ Planning & implementation of infrastructure/facilities, renovation, development & expansion in hotels.
- ✓ Sustaining profitable operations through focus on budgeting, cost analysis & cost optimization.
- ✓ Generating MIS / reports facilitate future decision making by the management.

### Operations Management

- ✓ Planning & implementation of infrastructure/facilities, renovation, development & expansion in hotels.
- ✓ Arranging for necessary infrastructure involving purchase of materials, managing large scale movement of stores & ensuring optimum inventory control. Effectively involving in Monthly Department wise inventory, P&L & GOP.
- ✓ Developing and negotiating with vendors, Managing contracts for obtaining timely procurement at favourable terms.
- ✓ Bearing staff recruitment, department wise training, staff motivational activities, staff award etc..

### Sales & Marketing

- ✓ Daily basis in touch with all known corporate, with sales blitz introducing new corporate / new account, close relationship with travel Agents, Channel Management Team & Revenue Management Team, to boost the bookings, maximise the occupancy to reach the daily & monthly targets.
- ✓ **Key Account** : AstraZeneca, ResourcePro, PWC, ABB, Coca-Cola, Aster CMI Hospital, Decathlon, EFD Induction PVT Ltd, Mahindra Comviva Technologies, Gallagher Service Centre, Imperial Auto Industries, L&T Hydrocarbon Engineering Ltd, Manipal Global Education, Schwing Stetter India Pvt Ltd, SEMILLAS FITO INDIA PVT LTD, SISCOL, TATA AIG, TATA Projects, TATA Sky, WILDLIFE CONVERSATION SOCIETY INDIA.
- ✓ Strong in Revenue & Reputation Management as well with the Management companies like REZNEXT, REVBOOST

### Client Relationship Management

- ✓ Providing high quality services, resulting in customer delight and optimum resource utilization for maximum service quality.
- ✓ Ensuring maximum customer satisfaction by closely interacting with potential clients & understand their requirements and customizing the product and services accordingly.
- ✓ Strategizing policies & procedures in the operating systems to achieve greater customer delight.
- ✓ Reviewing & interpreting the market trends/client feedback to attune the business strategies as per the guest requirements & expectations.
- ✓

## Achievements

- ✓ GuestcommentinSuggestionsCard-Nominatedfor**BESTEMPLOYEE**inthemonthofJuly2006at**St. Mark's Hotel**,Bangalore.
- ✓ Successfully handled one group a team of 18 members, for **TRAIN THE TRAINERS PROGRAME**, which was conducted by **St. Mark's Hotel** for thestaff.
- ✓ Headed the 4 groups of **TRAIN THE TRAINERS** program at **St. Mark'sHotel**.

## Computer And SoftwareProficiency

- ✓ Microsoft Office, Hotel Management Software ( IDS, PRISAM, WIN HMS &PROLGIC)

## Educational Qualification

- ✓ Graduate in Bachelors Of Commerce From Sri Venkateswara University, Sri Kalahasti,AP.
- ✓ Graduate in B.Sc Tourism & Hospitality Management From Madurai KamarajUniversity.

## Personal Vitae

DateofBirth	:	01/07/1979
MaritalStatus	:	Married
Strengths	:	Enthusiastic, Hardworking, Leadership Qualities, Perseverance towardswork
PassportNo	:	J3288437
DateofIssue	:	29/09/2010
DateofExpiry	:	28/09/2020
PlaceofIssue	:	Kozhikode
Skype	:	royal.balaji
CommandonLanguages	:	Telugu, Tamil, English, Hindi, Kannada &Malayalam
MotherTongue	:	Telugu