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**SHAILENDRA GAIROLA**

***A-137, Neshvilla Road,***

***Dehradun, Uttarakhand, 248001***

[***Shailendragairola@yahoo.co.in***](mailto:Shailendragairola@yahoo.co.in)

***+91-9582128087***



**HOSPITALITY INDUSTRY PROFESSIONAL**

Competent, diligent & extremely efficient professional with a rich experience in managing the entire gamut of Food & Beverage Operation A go-getter, out of box thinker and having a passion for delivering exceptional guest experience.

* Possessing valuable insights, managerial and administrative abilities, keen analysis and team approach to implement best practices & processes used, adept at working in high pressure environments with strict deadlines and multiple deliverables.
* Natural flair for building relations, customer service and proven abilities in achieving optimum level of customer satisfaction. Adept at attaining service deliverables and experienced in team management & improvement in efficiency of operations.
* Forte in operations, food and beverage management, general administration, sales, training and development, cost efficiency and guest relations.



***Professional Experience:***

***Dehradun integrated arena ltd. (A subsidiary of il&FS)***

* ***August 2018 – Till date***

***Operation Manager***

**Dehradun integrated arena ltd is** *the new benchmark of Sports and recreation Clubs in Uttarakhand. Located within the Arena of Rajiv Gandhi International Cricket Stadium (RGICS) of Dehradun, built over 22 acres, it is a completely integrated sport and leisure complex. Club is spread over a total of 1.9 lacs Sq. Ft. of area which includes 34 corporate boxes, a multi-cuisine restaurant, 20,000 Sq. Ft. of banqueting area, board rooms, open terrace and some of the exclusive sports facilities.*

* *Over all responsible for operation of entire stadium of 25000 seating capacity, club house with restaurant, bar and large banqueting options & Maintenance of the club and other sports facilities.*
* *Played key role in successful completion of Investors Summit – 2018. Where 5000 delegates’ meetings and Food and beverage requirements were successfully handled.*
* *Successfully conducted a month long international cricket series between Afghanistan and Ireland in Feb, 2019.*
* *Successfully conducted 3 domestic seasons of Ranji, Vijay Hazare, Under -19 & 21 with coordination from BCCI.*
* *Helped Rajiv Gandhi Int. Cricket Stadium to achieve the “Very Good” rating provided by ICC.*
* *Have been very instrumental in bringing the operational cost down by re negotiating with existing vendors, lowering the HLP cost and applying prudent manpower deployment.*

*Currently working on bringing down the cost by finding best suitable alternate to high cost items/ AMCs, increasing in revenue flow to the Arena by club membership sale, organizing mega events, tie ups with Afghanistan cricket board for future series, corporate events and exploring catering options with Cricket Association of Uttrakhand.*

*Acting as one point contact with ministers in govt. and secretary level officials for concern, permission, business and operation related matters of Arena.*

***Senior level management experience (2016- Till date)***

* ***Operation Manager*** *– Dehradun Integrated Arena Ltd.*
* ***Food & Beverage Manager*** *–The Fern, Jaipur & Four Points by Sheraton, Dehradun.*
* ***Asst. Food & Beverage Manager*** *– The Fern, New Delhi*

*Total Experience - 5 years*

***Challenges faced:***

* *High cost of operation*
* *Revenue goals not achieved*
* *High attrition rate.*
* *Lack of training& development opportunities.*
* *Low guest satisfaction score.*
* *Lack of strategy and systematic approach in achieving targets and scoring high in brand standard audit.*
* *Lack of resources and high operational cost.*

***Responsibilities, Initiatives & Achievements:***

* *Directly responsible for revenue, planning and strategy to enhance revenue and laying process to overcome shortfalls and ensuring a great customer service.*
* *Indentified the causes for high cost of operation. Implemented smart strategic pricing method for banquet business. Thus achieving 18% over the budget in the year 2018.*
* *Created the idea of* ***“Fun Conferences”.***
* *Created the concept of “* ***Breaking the Ice****” for all checked in guests in FO department.*
* *Implemented the idea of wall mounted shower amenities to reduce cost and pilferage.*
* *Core Member of operational excellence team that plans, devices new methods to improve GSS scores ( Helped hotel to achieve acceptable score of 68.4 from 51.7 within 1st quarter of the year and eventually closed with score of 71.2 )*
* *Focus on team empowerment was laid for “Each one brings one” where each associate makes a lasting impression on one of the guests to attract a positive review on Madelia & Tripadvisor.*
* *Preparation of training chart* ***TNA*** *(Training need analysis) based on* ***3 Ps analysis*** *carried out after obtaining feedback, observation, and complaints from guests.*
* *Designed* ***SMART targets*** *for down the level team and by constantly monitoring and encouragement caused meeting revenue targets and high moral of the team.*
* *Worked on Budget forecasting for each year starting from 2016, Cost controlling by introducing various new inexpensive ideas to reduce the operational cost thus increasing GOP.*
* *Worked on revenue maximization, standardizing the SOPs and process to overcome shortfalls.*
* *Worked on team building exercises by conducting weekly fun activities, usually on Tuesdays, to develop team spirit that creates better understanding among the team members and reduces stress.*
* *Worked on creating new accounts to increase revenue at the same time mobilizing all the channels to increase business opportunities while servicing the older accounts.*
* *Trough constant training and monitoring, ensured a total breakage cost of .58% of food and beverage sales*
* *Helped food and beverage department to save on direct expenses by a significant margin of 6 % than budgeted for the calendar year 2017-2018.*
* *Helped hotel to win $5000 reward from Marriott Int. for best marketing plan for best brew promotion in APAC region.*
* *Was brand champion for Marriott conducted BSA. Ensured certification for whole hotel as per Marriott requirements and helped hotel to score respectable score of 88% in mystery Audit conducted in Sept, 2017.*

***Middle level management experience : (2009- 2015 )***

*Senior Restaurant Manager – Radisson Blu Marina, CP*

*Assistant Restaurant Manager – Hilton Garden Inn, Gurgaon*

*Assistant Restaurant Manager- The Surya, New Delhi*

*Senior Captain – DLF Aralias, Gurgaon*

*Total Experience – 6 Years*

* ***Radisson Blu Marina*** *provided intense yet rich experience of handling entire food and beverage for about a year in absence of food and beverage manager. Roles and responsibility involved driving “Yes I can!”, bringing the cost down, achieving the revenue targets.*
* *As an assistant manager at* ***The Surya New Delhi,*** *was handling a 24 hour coffee shop, an Indian cuisine restaurant and a 70 cover bar. Biggest challenge faced was to get the best out of old conditioned employees with a certain fixed set of approach towards work*
* *Managerial level stint started with* ***DLF Aralias*** *which housed some of the most influential individuals of Delhi NCR region. DLF was extremely demanding and challenging as to meet the expectations of residents in terms of not only food and beverage expectations but also club related requirements to match up to the level of DLF was a painstaking task that required tedious planning, constant follow ups and meticulousness. As a senior captain handled entire operation of food & beverage. This included a restaurant, home delivery of 250 flats, banqueting events.*

***Junior level experience (2004- 2009)***

*Food & Beverage associate - Goa Marriott resort & The Trident, Gurgaon.*

*Food & Beverage Supervisor – Sheraton Danbury, US*

*Total experience - 4.5 years*

* *Started carrier with* ***Goa Marririot resort*** *as f&b assistant in all day dining restaurant. Learned up selling skills, how to deliver exceptional guest experience, and problem solving skill.*
* *Worked with* ***Trident Gurgaon****, in 2006 and was part of the renowned multi cuisine restaurant “Cilantro”. Underwent a rigors training schedule to learn* ***The Oberoi way*** *of service by improving eye for detail, learning exceptional personalized service & creating a WOW factor in the guest.*
* *Joined* ***Sheraton Danbury, CT, US*** *in 2008 as a food and beverage supervisor. Was actively involved in manpower management, beverage inventory, room service operation and audit score enhancement.*



***Educational credentials, Personal information***

***Bachelor’s in Hotel Management***

*I.H.M Goa. 2001-2004*

*Relationship Status- Married*

*Date of Birth- 2nd Jan, 1980.*