Vijay Singh

C/o Sh. Ajit Singh, Village- Jhela Amda Shakargarh , P.O- Sahaura Khurd, District- Pathankot

-143534 ( Punjab).

Mobile No. :- 8448025143 , Email :- [lattu1305@gmail.com](mailto:lattu1305@gmail.com)

**Professional Summary**

Customer–centric, team-oriented , highly motivated hospitality professional with extensive experience in revenue generation, guest relations, team building , operations management , cost controls ,trainings & sales & marketing across 20+ years in the hospitality industry. Aspire to lead a highly motivated team to manage a successful operations of a business .

**Accomplishments**

* Successfully pre-opened Radisson Blu Hotel Haridwar setting up sales and rooms division with market positioning and revenue generation operations.
* Awarded HOD of the year at Radisson Blu Hotel Haridwar for exceeding targets and overall customer satisfaction.
* Awarded employee of the month at Country Inn & Suites by Carlson Katra for excellence in service.
* Always maintained a lowest employee turnover with constant team building & team empowerment.
* Spearheaded Revenue Generation at Adventure Island with a 200% growth year on year.
* Spearheaded Guest Relations at Adventure Island showing 20-30% improvement in overall guests satisfaction year on year.
* Achieved and excelled the budget of FY 2017-18 and currently excelling the budget by 23 lacs as on September 2019 monthend at Mosaic Hotel Mussoorie.

**Experience**

**03/2020 to till Date. General Manager Pre-opening( Rosefinch Sarovar Portico Bhimtal)**

*- Pre-opening of a 35 rooms luxury resort at Bhimtal, Nainital.*

- Responsible for setting up of all departments and overseeing intial tie ups for procurement , all budgets, sales and marketing plans, Manning & recruitment,menu planning, rate structuring, market positioning and all necessary pre-opening procedures

- Oversee all day to day operations and successful transition from project to an operational hotel.

**09/2018 to 02/2020** **Operations Manager (** Mosaic Hotel – Mussoorie , Uttarakhand ***)***

* *Manage a 46 rooms luxury boutique hotel with an annual turnover of 7.40 crores.*
* Oversee all hotel activities including hiring and firing , supervising employees and training staff of more than 100 employees.
* Achieved an overall growth of 10% year on year for financial year 2017-2018 with currently on target for achieving and excelling the revenue goals of 15% year on year.
* Decreased employee turnover drastically from over 10% to under 2%.

**05/2015 to** 08/2018 **Head – Revenue Generation & Contracting (** ***Adventure Island Ltd.- New Delhi, DL)***

* Overall responsibility of Revenue Generation Team including revenue generation, information centre , call centre , sales & marketing team.
* Responsible for meeting budgets and develop strategies to maximize overall revenues.
* Successfully led Online business generation started recently with launch of our website & in-house call centre operations.
* Generate a quaterly and half yearly forecast every 15 days and make pricing and strategic changes wherever required based on market input.
* Decide product pricing across market segments and online and make changes based on demand.
* EffectIvely maintain a rolling 15 months event calender impacting the business and decide rate positioning during varied demand levels.
* Decide promotional rates during special events and monitor overall promotional productivity along with initial forecast.
* Pushing various ota’s , agents and segments against pre allocated targets and monitor their performance.
* Effectively do online and offline reputation management to improve guest satisfaction across segments.
* Keep historical data for past figures and pick up pace across varied segments.
* Monitor competitive set revenue figures on daily basis to ensure budgeted market share is achieved.
* Organized Travel Agent meets & School meets to support overall revenue targets.
* Execution of promotions with in retail & park area.

**05/2014 to 04/2015** **Front Office Cum Revenue Manager ( K C Hotel & Spa , Panchkula)**

* As part of pre-opening team ,successfully established and implemented the SOP’s along with set up of front office, reservations , revenue generation ,health club, club longe, business centre , spa , sales and marketing and rooms.
* Effectively worked on and implemented the Business planner with market positioning and sales / revenue strategies.
* Imply healthy revenue generation practices towards optimising the overall hotel revenue.
* Generate monthly ,quaterly and half yearly forecast against actual business on books based on historical data and events calendar / demand.
* Forecast the inventory demand and decide upon rates accordingly.
* Pushing various ota’s , agents and segments against pre allocated targets and monitor their performance.
* To make the FO budget in co-ordination with sales team and collectively work towards achieving it.
* To ensure feedback from guests during the stay/ at departure by means of courtesy calls / comment cards and utilizing same to produce ultimate guest satisfaction results.
* To keep a check on competitors and make necessary amends in the rates if required.
* To control overall hotel inventory and work on online / offline rates across varied segments based on occupancy levels and market trends.
* To ensure staff audit checks in identifying the training needs and provide the required trainings accordingly.

**11/2011 to 04/2014. Front Office Cum Revenue Manager ( Radisson Blu Hotel Haridwar )**

**04/2010 to 10/2011** **Front Office Cum Revenue Manager** (***Cabbana Orchid, Phagwara – Phagwara,PB.)*** Job Responsibilities (Same as above)

**10/2007 to 03/2010** **Assistant Manager- Front (** ***Hyatt Regency Mumbai- Mumbai, MH.)***

* Reporting to Front Office Manager.
* Responsible for taking briefings for the incoming shift keeping them informed about important happenings in the hotel along with VIP movements. Also to keep a check on general awareness of team about the hotel processes.
* Responsible for overall smooth functioning of department during shift.
* To attend to any of guest queries/ complaints and resolve the same to entire satisfaction of guest.
* To log down any incident / guest complaints during shift on the AM’s log.
* To keep a track of VIP movements in the hotel and keep the concerned areas informed of same.
* To check on VIP blockings and make sure rooms are blocked as per guest preference and to co-ordinate with House keeping to get the rooms ready prior to arrival.
* To achieve budgeted Man hours of training on monthly basis and to find areas where more training is required to run department smoothly.
* To encourage UP selling of room category/ making GP members (Hyatt loyalty programme) amongst the team.
* To ensure regular stay feedbacks from guests during the stay.

**08/2006 to 09/2007**  **Duty Manager** (***Radisson White Sand Resort, Goa – Margao, GA.)***

**05/2005 to 07/2006** **Lobby Manager** ( ***Holiday Inn, Goa- Margao, GA.)***

Job Responsibilities (Same as above.)

**07/2003 to 04/2005** **Guest Relations Executive** (***Majestic Park Plaza, Ludhiana – Ludhiana,PB.)***

* Reporting to Front Office Manager.
* Responsible for taking room reservations and making reservation forecast reports with the guidance of Front Office Manager.
* Responsible for registering all guest arrivals adhering to the Hotel Policies.
* Looking after guests all needs during their stay and to ensure that they leave Hotel with entire satisfaction.
* Looking after guests travel needs also.
* Carrying out accurate cashiering duties.
* To make all MIS reports with the Front Office Manager’s guidance.

**07/2001 to 06/2003** **Senior Front Office Assistant (*Country Inn & Suites By Carlson –Katra, J&K.)***

* To take reservations for rooms.
* To perform duties of telephone operator.
* Responsible for handling all front desk operations individually including cashiering.
* To handle all guest complaints to their full satisfaction.
* To co-ordinate with guests for pickup/drop to Katra for Mata Vaishnodevi as part of complimentary service provided to all staying guests.
* To take out all MIS reports.

**11/1999 to 06/2001** **Hotel Operations Trainee** ( ***K.C.Residency- Jammu,J&K.)***

* To handle all front desk operations including reservations, check/in, checkouts, travel arrangements.
* To handle operator console.
* To take out all mis reports.

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**Education**

**1996 to 1999** **Hotel Management Graduate**

Institute Of Hotel Management , Catering & Nutrition – Ahmedabad, GJ.

* **Position Applied For** :- Hotel Manager / Gm.