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| **Virendra Singh shekhawat**  **Mob: +91 88529-22222; Email: virendrabana@gmail.com**  **General Manager with a career spanning 23+ years**  ***Professional Abridgement***   * Professional with experience in Hotel Operations Management, Sales & Marketing, Business Development, Client Relationship Management and People Management. * Adept at strategizing operations that trigger business development; this entails designing and execution of promotional events like food festivals, annual corporate meetings, celebrity parties for patrons etc. * Strategic planner with experience in implementing strategies towards realizing corporate goals, enhancing market penetration, business volumes and growth.   ***FunctionalSkills***  ***Operations Management:***   * Implement policies, procedures, and organizational structure for assigned operating unit within the framework of corporate policy. * Assist in the establishment and ensure compliance of the company’s short-term and long-term goals with overall corporate objectives.   ***Client Relationship Management:***   * Focusing on maximum customer satisfaction by closely interacting with the customers to understand their requirements and delivering high-value services to upscale clients. * Ensuring compliance with Standard Operating Procedures and Brand standards in order to enhance customer satisfaction.   ***Business Development:***   * Actively involved in renewal of all licenses and executing all licenses as per the Country Laws. * Maintaining and generating daily sales report, to track daily performance. * Conceptualising and implementing sales and marketing plans in tune with the macro business plans, thereby achieving profitability. * Projecting and improving company image through effective corporate Public Relations and promotion.   ***Team Management & Strategic Planning:***   * Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members. * Identifying newer opportunities, formulating business strategies, strategic utilization and deployment of available resources to achieve organizational business objectives. * Establishing corporate goals, short term and long term budgets and developing business plans for the achievement of these goals  |  | | --- | | ***Carrier Graph***   * Worked as General Manager at Aranya Nivas Lulung, Orrisa from 15th Nov’ 2020 to 30th March’ 2021. * Worked as General Manager at Buena Vista Resort, Jaipur from 18th Oct’ 2018 to 15th Oct’ 2019. * Worked as General Manager at Pearl Tree Hotel, Purulia from 01st April’ 2018 to 28th Sep, 2019. * Worked as General Manager at Hotel Juna Mahal, Ranthambore from 14th June’ 2016 to 10th Jan’ 2018. * Worked as General Manager at Spree Hotels King Palace, Jaipur from 18thNov’ 2015 to 30th May’ 2016. * Worked as Operation Manager at The Karawan Hotel, Jaipur from 18th Nov’ 2013 to 17th Nov’ 2015. * Worked as Sales & Marketing Manager at Whispering Palm, Jaipur from 11th May’ 2010 till 15thNov’ 2013. * Worked as Tour Manager at Aravali Safari Tours & Travels, Jaipur from 01st Oct’ 2007 till 10th May’ 2010. * Worked as Front Office Supervisor at Hotel Park Plaza, Jaipur from 11th Nov’ 2002 till 30th Sep’ 2007. * Worked as Front Office Assistance at Hotel Chokhi Dhani, Jaipur from 01st Oct’ 1998 till 05th Nov’ 2002. |  |  |  | | --- | --- | | |  | | --- | | ***Relevant Skills:*** |  * Knowledge of Property Management System (IDS, HMS, and Check In). * Exposed to MS EXCEL, DOS WINDOW, and Internet (Reservation Network) for online reservation. |   ***Accountabilities***  **Strategic Planning / Operations:**   * + Planning and implementation of infrastructure/facilities, renovation, development and expansion in hotels.   + Sustaining profitable operations with focus on budgeting & marketing.   + Developing and implementing procedures, control systems for maintaining hygiene and quality standards.   + Leading efforts for streamlining processes and generating cost savings in operations.   + In depth knowledge of actual operations in each department, helping trouble shoot client issues.   + Managing the outdoor catering schedules with Responsible for making banquet reservations and coordinating with guests for resolving their concerns.   + Constant tie-ups with major corporate and implementing sales promotional strategies to increase the sales volume and achieving maximum customer satisfaction.   + Ensure profitability of operations and supervise all aspects of Kitchen management including menu-planning, monitoring food production to ensure compliance with quality & hygiene standards.   + Co-ordinate with operating staff for upkeep of kitchen equipment in perfect working order   ***Business Development:***   * + Actively involved in renewal of all licenses and executing all licenses as per the Country Laws.   + Maintaining and generating daily sales report, to track daily performance.   + Conceptualizing and implementing sales and marketing plans in tune with the macro business plans, thereby achieving profitability.   ***Client Servicing:***   * + Ensuring high quality services, resulting in customer delight and optimum resource utilization.   + Ensuring maximum customer satisfaction by closely interacting with in-house and potential guests to understand their requirements and customizing the product and services accordingly.   + Delivering high-value bar services to upscale clients for exalting their satisfaction levels.   ***People Management/ Training:***   * + Staffing, Recruitment, Performance Review.   + Handling operational functions like pre-shifts staff briefings, creating the duty roster, shift management.   + Imparting appropriate training on Food preparation, Service Excellence and Teamwork to restaurant and support service staff.   + Organizing and conducting practical & theoretical training programs, to enhance skills & motivational levels.  |  | | --- | | *Strength* |   Honesty & dedication to the job assigned.  Strong interpersonal skill.  Good communication skill.  Enthusiastic learner  Good team player.  Hard working,   |  | | --- | | *Hobbies/ Interest* |   Interacting People.  Playing Cricket.  Music Listening.   |  | | --- | | ***Personal Vitae*** |   Date of Birth: 15THApril, 1975.  Permanent Address: Plot no 164, SunderVihar, Goyal Farm, Kalwar Road, Jhotwara, Jaipur-302012.   |  | | --- | | ***Educational and Professional Qualification***   * **1995**Completed Senior Secondary School Examination from Mumbai Pune Board, Maharashtra. * **1993** Completed Matriculation Examination from Mumbai Pune Board, Maharashtra. | | ***Language: - Hindi, Marathi and English.*** |   **DATE :-**  **PLACE :-**  **( VIRENDRA SINGH )** |