

DEEP KUMAR GUPTA

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"Increasing profitability by turning prospective clients into guests, guests into loyal patrons & raving fans"

Devoted and charismatic professional recognized for going the extra mile at all times. Looking to contribute in Hotel Management, Facilities Management and General Administration capacity. Increasing guest satisfaction, retention and acquisition by servicing with owner-like care and initiatives.

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|------------------------------|------------------------|-----------------------------------|
| - Strategy Planning | - Hotel Operations | - New Initiatives |
| - Business Plans / Models | - Policy Formulation | - HRD / Training |
| - System Implementation | - Executive Leadership | - Resource Planning & Utilization |
| - Food & Beverage Operations | - Guest Satisfaction | - Administration |
| - Cost Control / Reductions | - Quality Assurance | - SOPs |
| - Sales & Marketing | - Project Planning | - P & L Accountability |
| - Pre-Opening | - Vendor Management | - Facilities Management |

Professional Profile

An astute and result oriented Global Hospitality professional with over 18+ years of versatile hands-on experience at 3 to 5 star Hotel Organisations of National & International repute at India & with International Brands at Middle East Asia (MEA). Have worked from line functions in Hotel Operations with special expertise in F&B Operations, Room Division, Facilities Management & Administration and have acquired Expertise in spearheading a diverse range of Hospitality operations entailing Project Management to pre-opening to Commissioning to Successfully Operating Operations of a hotel or a small Cluster of couple of hotels. Have acquired leadership skills, financial acumen and do possess dynamic vision & excellent People skills – from CX Relationship Management to Vendor Management to Teams/ Employees engagement

The Key Deliverables:

- As General Manager/Operations Manager Handle, Pre-Opening & projects, Hotel Classification, Monitor and control over day to day MIS as : Flash Report, DSR, Sales & Marketing, Sales Summary, Outstanding Report / Aging Report, Food & Bev Cost, Rooms on Books, Energy Conservation, Training reports, Various Security MIS, Departmental Audits, Portal Audit, HR Reports, GSI – Comments card Analysis report, P & L Report, HLP report, Sales MTD reports / Daily reports etc etc.
- As Manager Facilities, Admin & Procurement at GMR Hyderabad International Airport, setting up the total operation of Facilities & Admin, making up SOP & MDI's, ISO & OHSAS, study to reduce man power and take optimal work through Tata Business Excellence, monitoring day to day activities to up-keep of the Airport Land side and Air side. Physical checks on F & B outlets & Retails outlets, monitoring on staff canteens and procurement.

- As Deputy Manager Hotels in APTDC taking care of 11 units, Handle, Monitor and control over day to day MIS as : Flash Report, DSR, Sales Summary, Outstanding Report / Aging Report, Food & Bev Cost, Rooms on Books, Energy Conservation, Training reports, Various Security MIS, Departmental Audits, Portal Audit, HR Reports, GSI – Comments card Analysis report, P & L Report, HLP report, Sales MTD reports / Daily reports etc etc. Also involved on training staff & executives of APTDC.
- As Captain (F&B Supervisor), handled various outlet:- Multi-cuisine Restaurant, Coffee Shop, Banquets, Room Service, Pub & Bar, day to day briefing team regarding service and taking training.

CAREER HIGHLIGHTS

July 2019 till present.

Pre-opening General Manager at Minerva Grand Group of Boutique Business Hotels & Restaurants.

Taking care of Hotel Minerva Grand - Kompally, Hyderabad/Secunderabad India. Hotel consist with 42 Keys and extensive F&B (3 F&B Outlets & 22,000 sft of Banqueting Space). The hotel project is being set up by Hyderabad based Hospitality Group – Secunderabad Hotels Pvt. Ltd, which has a strong presence at 4 cities in 2 Telugu States of Southern India – Andhra Pradesh & Telangana respectively, having 9 Operational Minerva Grand Hotels, comprising of 600+ keys and 2 Standalone Restaurants, under a Legendary Brand name of Blue Fox Restaurant – multi-cuisine, Fine-dine family Resto-bar. The Group Comprises of strong legacy of 20 F&B Outlets & 31 Banquets/Convention venues.

December 2017 – March 2019

Hotel Operations Manager - Sheraton Khalidiya, Abu Dhabi, United Arab Emirates

A 5 Star Hotel, Managed by Ramee Group of Hotels & Resorts, which has a strong presence in Bahrain, Oman, India & UAE. Hotel consisted of 265 Rooms, 07 F & B Outlets (Restaurants & Night Club) and Banquets.

November 2015 – December 2017

Hotel General Manager - For a cluster of 2 properties: Pearl Beach Hotel & Spa and Barracuda Beach Resort (Unit of Truebell Group), Umm Al Quwain, United Arab Emirates.

Both Hotels consisted of 47 & 51 Rooms respectively and 07 F& B Outlets and Banquets.

November 2014 – November 2015

Pre-Opening General Manager - Minerva Grand Group of Boutique Business Hotels & Restaurants -Nellore, Andhra Pradesh India

Hotel consisted of 106 Rooms, 02 F & B Outlets and 06 Convention/ Banquet's venues Took over property from project stage to the opening of the Hotel with setting up of SOP's, systems & policies to sales & marketing set up to the commissioning of the hotel. The hotel project was conceptualised by Hyderabad based Hospitality Group – Secunderabad Hotels Pvt. Ltd, which has a strong presence at 4 cities in 2 Telugu States of Southern India – Andhra Pradesh & Telangana respectively , having 9 Operational Minerva Grand Hotels, comprising of 600+ keys and 2 Standalone Restaurants, under a Legendary Brand name of Blue Fox Restaurant – multi-cuisine, Fine-dine family Restobar. The Group Comprises of strong legacy of 20 F&B Outlets & 31 Banquets /Convention venues.

April 2014 – November 2014

Pre-Opening Operations Manager at Best Western Hawar Resort Hotel Bahrain

This was a 5 star luxury niche Resort, spread over 50 acres on an Island comprising of 210 Rooms took over from projects and led the team in the opening of the Hotel with setting up of the SOP's, sales & marketing and working procedures. Property consisted of Restaurant, Bar, Banquets & Water Sports. The Resort used to play host to many Celebrities, including Brian Lara & Royal Family of Bahrain.

Dec'2012 – Mar2014**Hotel General Manager - Toshali Sands, Puri, Orissa, India (a Unit of Toshali Hotels & Resorts)**

A 5 star property spread out on 36 acres with 109 Rooms, Restaurant, Bar and Banquet facilities.

April' 2011 – Oct' 2012**Hotel General Manager – Aditya Hometel, Hyderabad India - (A unit of Sarovar Hotel & Resorts, now owned by Louvre Hotels Group, France / Jing Jang).**

The Hotel consisted of 92 Rooms, A restaurant and Conference Hall. Received Andhra Pradesh Tourism Award for Excellence in Best Maintained Property Category for the year 2011 – 2012 & also received Certificate of Excellence from Trip Advisor.

April'2010 – Jan'2011**General Manager at Hotel Central Park, Hyderabad, India. Hotel consisted of 55 Rooms, Restaurant, Bar and Banquets.****April'2008 - April'2010****Manager Facilities & Administrations - GMR Hyderabad International Airport Limited (Rajiv Gandhi International Airport), Hyderabad, India**

Was involved from the pre- opening of the Airport, setting up SOP's, MDI's and Airport Operations procedure. Received No.1 Airport Award World Wide by ACI-Geneva in the year 2009 – 2010. Had been part of the Internal Auditor's Team to set up ISO & OHSAS. Attended TATA Business excellence program for utilizing proper manpower and implementing multitasking with proper training. Had been part of GMR sports team to organize IPL matches and A.R. Rahman Jai Ho Concert.

Mar'2005- Jan'2008**General Manager – Comfort Inn City Park, Hyderabad, India. (A unit of Choice Hotels International)**

Joined the Hotel at pre-Opening stage & it consisted of 60 Rooms, a Restaurant and Banquets.

Jan'2003- Mar'2005**Deputy Manager Hotels - Andhra Pradesh Tourism Development Corporation (APTDC), Hyderabad India.**

Role involved taking care of 11 units of Hyderabad division during Unified State of Andhra Pradesh time. Played instrumental role in pre-opening of Taramati Baradri Hotel and Convention centre. Received appreciation letter from MD, APTDC, for maintaining good Business and achieving targets.

Sep'1997- Jan'2003**Captain (Supervisor F & B) at Quality Inn Green Park, Hyderabad, India (A Unit of Choice Hotels International).**

India. Hotel Consist of 151 Rooms, 7 F & B Outlets & Banquets. As Captain supervised by rotation – the multi cuisine restaurant, Room Service, Coffee Shop, Bar, Pub, Banquets & Business Club.

External Food & Beverage Service Faculty-Trainer in IHM's / Colleges like- Pioneer Institute of Hotel Management, IHM, Hyderabad, Gesto College of Hotel Management, Sun College & Dr. Narayana College of Hotel Management, etc. at Hyderabad.

ACADEMIC HIGHLIGHTS

- MBA - HR
- Masters Diploma In Hotel Management
- Bachelor of Commerce
- Diploma in Hotel Management.
- Schooling till 10+2 from Kendriya Vidyalaya
- Represented Andhra Pradesh at Republic day parade camp as Air Wing NCC cadet at New Delhi in 1993.

MEMBERSHIP GROUPS:

- * Art of Living NGO headed by Sri Sri Ravi Shankar Ji. Have undergone Part 1, Part 2, Sahaj, Katopanishad & DSN courses by Art of Living.
- * Elected as Joint Secretary for City Association for Tourism, Catering and Hospitality Professionals (CATCH-P)
- * Member of American Hotel and Lodging Association
- * Member of Hospitality Trends
- * Member of Hospitality Training

PERSONAL VITA

Date of Birth : 25th August 1971
Languages Known : English, Hindi, Telugu, Bengali and Punjabi.
Passport Number : N4232043 valid till 03/11/2025
Driving License : United Arab Emirates & India