



## PIYUSH TANDON

General Manager

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📍 New Delhi

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### SUMMARY

Result oriented General Manager with 17 years of experience in hospitality across F&B operations and Accommodations. Proven record of accomplishment of increasing profitability through keen analytical and financial management skills. Organized, diligent, with excellent written, oral, and interpersonal skills. Successful in building and motivating dynamic teams.

### HIGHLIGHTS

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|------------------------|---------------------|
| • Cost Control         | Quality Assurance   |
| • Process Optimization | Goal Attainment     |
| • Strategic Planning   | Policy Improvements |
| • Inventory Management | Team Leadership     |
| • Staff development    | Performance review  |

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### BRIEF OVERVIEW

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- Total 17 years' experience in hospitality and hotel industry.
  - Presently Working as General Manager at Hotel Sarovar Portico, Baddi Himachal Pradesh ( A Business Hotel)
  - Worked as General Manager at Hotel the Best Western Dalhousie, Himachal Pradesh. (A Beautiful Leisure Hotel in the Lapse of Nature)
  - Worked as General Manager of Hotel The Muse Sarovar Portico, Nehru Place, New Delhi (Beautiful Contemporary hotel for corporates.
  - Worked as General Manager of Hotel City Heart Sarovar Portico, Ludhiana (Rooms with Two Restaurants, Bar and Banquets).
  - One Year was officiating as a General Manager at Park Plaza, Chandigarh (Near Sector 17 Beautiful 05 star Hotel with 138 room Keys, 03 Restaurants, Discotheque).
  - 1 year and 09 months worked as Front Office Manager of Hotel Park Plaza, Chandigarh. Alongside was assisting General Manager in his day-to-day operations and learning complete hotel operations.
  - 1 Year and 05 Months was handling Entire Front of Operations of Taj Coromandel, Chennai (A Luxury Hotel of Taj).
  - More Than 02 Years Worked as Sr.Duty Manager & One Point Contact for all Group Movements at Taj Krishna, Hyderabad (Luxury Hotel of Taj).
  - Lead the butlers Team of 30 at Taj Krishna, Hyderabad for more than a year as per the hotel specifications and benchmarks.
  - Worked as Team Leader in Room Service & Butlers at Taj Krishna for more than 02 Years.
  - Started Career with Taj Krishna, Hyderabad as F&B Associate in year 2006.

## EXPERIENCE

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General Manager

Since January 2023

**The Legend Sarovar Portico, Baddi , Himachal Pradesh**

General Manager

September 2021- December 2022

**The Best Western, Dalhousie, Himachal Pradesh (A Leisure Hotel) (Pre-Opening)**

- Opened this beautiful property and Managing the overall operations and sales.
- Completed all preopening activities related to People, process and product
- Cleared “**Leader Quality Assurance** “Audit for Preopening Best Western to get live on BW distribution.
- Managing breakeven with marginal profitability since joined from September -21 till dated.
- Developed good relations with all top agents and explored all potential markets feeding Dalhousie
- Handling all liasoning with local administration.
- Brand Positioning
- Review and advice on the preopening
- Marketing strategy and advertisement plan
- Staff Hiring and Training
- Vendor Management
- Designing set up and implementation of SOP's

General Manager

February 2020- August 2021

**The Muse Sarovar Portico, Nehru Place, New Delhi (A Business Hotel)**

- Managing the overall operations of this business hotel.
- Handling operations and managing cost effectively during Covid-19.
- Smooth implementation of Procedures and SOP's related to Covid
- Handling all post Covid trainings and Standard Operating Procedures.
- Handling all liasonings of Hotel
- Reaching out all potential sources for business partnerships post covid
- Enhanced the online positioning on TripAdvisor and other OTA's

Achieved a milestone in standardizing operational activities thereby reducing cost and increasing productivity of staff.

General Manager

**City Heart Sarovar Portico, Ludhiana (Sarovar Group of Hotels)**

06/2016 - 01/2020

- Managed day to day hotel operations of accommodations, banquets, restaurants and bar.
- Managed overall profitability by achieving year on year GOP targets.
- Managed to re-position hotel and enhance average revenue rate by 9% from the previous years of operations through effective revenue management.
- Focused approach on inventory led to increase in occupancy from 70 to 75%.
- Managed to boost ARR by 12%.
- F& B growth over the years by 10%.
- GOP of Hotel growth by 5%.
- Achieved and maintained highest ARR among competition hotel in the city.
- Trip advisor ranking improved from No.07 to No. 01 and maintained in Ludhiana among 42 reputed hotels.
- In Employee development and retention, we were successful to hold our core Team effectively; attrition controlled. Succession plan for all performing employees made and implemented.
- Placed strong credit control and collection process in place, it was reviewed and followed strongly.
- Periodical Prosperity maintenance process followed and reviewed; ensure better services to staff and guests.

### Officiating General Manager

#### **Park Plaza, Chandigarh (Sarovar Group Of Hotels)**

**01/2016 - 06/2016**

- Worked as officiating General Manager managed the overall business of this hotel with 138 Keys, 04 Food and Beverage Outlets, extensive banqueting facilities and Gymnasium.
- Responsible for overall operations and administrations of Unit.
- Ran the hotel in accordance with the standard operating procedures and policies set out by company.
- Aligned the strategic plan for business.
- Directed HOD's on strategies required to maximize department performance and profitability.
- Analyzed monthly financial reporting.
- Lead various internal and external meetings.
- Maintained the contact with public authority.
- Man Management-Hiring- Training and induction of new members on board.
- Monthly Town Hall Meetings.
- Daily Sales Meeting and reviewing performances.
- Regular Meetings on debtors.
- MIS ,KPI, Budget Making, sale forecast report, cost control measures, promoting F&B promotions with sales for achieving targets.

### Front Office Manager

#### **Park Plaza, Chandigarh (Sarovar Group Of Hotels)**

**04/2015 - 01/2016**

- Responsible for overall front office operations.
- Budgeting and reviewing.
- Tracking new company usage and lead generations for the sales department for corporate tie ups.
- Responsible to get the maximum yield from all online portals.
- Monitored business mix closely and implement necessary action plan to achieve targets from all sources and segments.
- By using effective revenue management techniques, increased rooms profitability by 2%.
- Optimized the usage of social networking and electronic platform.
- Staff Training and recruitments, guest complaint handling, staff performance review, conducting Team Building exercises for all staff.

### Assistant Front Office Manager

#### **Taj Coromandel, Chennai (A Luxury Unit Of Taj Hotels & Resorts)**

**11/2013 - 04/2015**

- Responsible for entire front office Operations and Guest experience.
- Accountable for guest satisfaction and responsible for professional growth of team members through appraisal and performance review.
- Developing and implying strategies for incremental revenue at Front Office and guest engagements.
- Handling all internal and external Audits related to front office.
- Achieved No 1 Position among luxury collection in Taj LQA Audits (Leader Quality Assurance).
- Facilitate Learning and development manager in trainings and Audits for staff.

### Duty Manager

#### **Taj Krishna, Hyderabad (A Luxury Unit Of Taj Hotels & Resorts)**

**04/2011 - 11/2013**

- Staffing & scheduling of the shifts and allocations of the duties.
- Implementing Systems & Procedures that achieve higher cost efficiency and guest satisfaction.
- Handling all Groups and Major residential Conferences.
- Implemented best practices, 100% escorting of the guests and meeting all the guests at the hotel Main Porch on arrival irrespective of guest has pickup or not, 100% compliance
- Process owner of PITs and SITs.

### Butler Operations Manager

#### **Taj Krishna, Hyderabad (Luxury Unit Of Taj Hotels & Resorts)**

**09/2009 - 04/2011**

- Responsible for managing overall club operations with 61 room keys and lounge operations.
- Handled team of 30 butlers.
- Handled all VIP movements and delegations.
- Worked towards enhancing ambience, guest experience, product and service standard.
- Provided trainings and directions to the team to achieve operational excellence and exceeding guests' satisfaction.
- Worked upon buffet enhancement at Club lounge.

**Butler Operations Team Leader**

**Taj Krishna, Hyderabad (A Luxury Unit Of Taj Hotels & Resorts)**

**06/2007 - 08/2009**

- Worked in different F&B outlets, areas like Butler/Valet Service, Indian Restaurant, Chambers, and Coffee Shop.
- Represented Club Floor as a departmental trainer, become certified departmental trainer.
- Facilitate Training manager on Butler's skill training program.

**F&B Associate**

**Taj Krishna, Hyderabad (A Luxury Unit of Taj Hotels & Resorts)**

**06/2006-05/2007**

- Learnt Basic Food and Beverage skills.
- Undergone various learning methods to enhance my skills and efficiency at operations.

**EDUCATION**

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**Completed Post Graduate Diploma in Business Administration**

From NMIMS

**2020**

**Diploma in Hotel Management**

From IHM Hyderabad affiliated to National Council For Hotel Management Catering Technology and Applied Nutrition, New Delhi

**2006**

**Industrial Training**

Six months industrial training at The Grand, New Delhi in four departments- Food & Beverage Production, Food & Beverage Service, Front Office, Housekeeping.

**LANGUAGES**

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English (Fluent)

Hindi (Fluent)

Punjabi (Fluent)

**PERSONAL INFORMATION**

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Permanent Address: Vill.Vaikunth Nagar, PO Banikhet, Tehsil Dalhousie, Distt. Chamba, Himachal Pradesh

Date of Birth: 18/06/83

Marital Status: Married