

PRATHMESH DIVECHA

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SENIOR PROFESSIONAL – Operations Management / Administration
Industry Exposure: Hospitality / Aviation

A dynamic & result-oriented professional with exceptional expertise of 18+ years in: Food & Beverage Operations ♦ Customer / Guest Service ♦ Costing & Budgetary Control ♦ Internal & External Audits ♦ Recruitment & Hiring ♦ Liaising & Coordination ♦ Training & Development ♦ EHS Management ♦ Property Management ♦ Quality Assurance ♦ Documentation ♦ Strategic Planning ♦ Revenue Optimization ♦ Inventory Management

PROFILE SUMMARY

- A dynamic professional with years of extensive experience in devising and implementing optimum business strategies to enhance infrastructure, business development, quality standards across all departments viz. Hospitality Operations, Vendor Management, Guest Services, CRM, etc.
- Extensive experience in planning, supervising and managing the entire Hospitality operations, resource planning, procurement and maintenance of inventory levels for smooth functioning of all departments
- A consistent performer with a proven track record of increasing revenues and streamlining workflow in stand-alone and quick service restaurants
- Instrumental in managing VIP events of leaders like Rahul Gandhi, LK Advani, Nitin Gadakari, Nitin Raut, Praful Patel, Bollywood celebs, business tycoons like Gautam Adani, Rakesh Shah etc.
- Successful in maintaining excellent PR in corporate segment.
- Expertise in designing & implementing SOPs (Standard Operating Procedures), training programs for bringing keen customer focus, high energy level and team spirit in the employees
- Command over avenues for generating revenues and control over wastage, cost control, maintaining excellent equilibrium between the revenue vis-a-vis expenditures
- A thorough professional with extensive experience in multitasking and ability to handle multiple functions with vision & foresight

ORGANIZATIONAL EXPERIENCE

Since Mar'19- | Belvedere Golf & Country Club- ADANI GROUP, Ahmedabad | HEAD- CLUB OPERATIONS

Mar'17- Feb'2019 | The Royal Retreat Resort and Spa, Udaipur | Hotel Operations Manager

Jan'16 – Jan'17 | Hardeo Group of Industries | Assistant General Manager- Hotel Division

Dec'10 – Jan'16 | Heritage Group of Hotel & Restaurants, Nagpur | GM - Operations & Outdoor Events

Feb'10 - Dec'10 | Peninsula Grand Hotel, Mumbai | Food & Beverage Manager

Sep'07 – Apr'09 | Ramee International Hotel, Bahrain | Asst. Food & Beverage Manager

May'06 – Jul'07 | Hotel Tuli International, Nagpur | Senior Manager - Restaurant Operations

Feb'05 – Nov'05 | P & O & Princess Cruises, USA | Buffet Service Associate- F & B Service

Feb'04 – Oct'04 | Hotel JW Marriott, Mumbai | Food & Beverage Sales Associate

Oct'02 – Jan'04 | Barista Coffee Co. Ltd., Mumbai | Junior Executive

Key Result Areas

Operations Management

- Managing multiple check-ins and check-outs of corporate groups
- Taking care of royal family weddings
- Ensuring effective monitoring of maintenance & cleanliness of property
- Supervising AMCs of heavy equipment

Strategic Planning

- Devising and implementing optimum strategies to ensure top line and bottom line profitability with key emphasis to develop business through new accounts and service excellence to existing clients.
- Establishing, implementing and monitoring standard operating procedures for all areas of the hotel; seeking avenues to implement new & progressive standards in all areas of the operations.

Food & Beverages Operations

- Ensuring profitability of operations and supervising all aspects of Kitchen management including menu-planning, monitoring food production to ensure compliance with quality & hygiene standards.
- Monitoring banquet reservations and coordination with guests for resolving their concerns/ needs.
- Managing outdoor catering schedules with constant tie-ups with major corporates and implementing sales promotional strategies to increase the sales volume and achieving maximum customer satisfaction.

Business Development

- Overseeing the formulation of the sales & marketing strategies with emphasis of segmenting and targeting the potential customer for up selling and positioning the services accordingly.
- Escalating brand visibility through implementing promotional strategies and personal relation skills.

Guest Servicing

- Achieving maximum customer satisfaction by closely interacting with in-house and potential guests to understand their requirements and customizing the product and services accordingly.
- Ensuring high quality services, resulting in customer delight, and optimum resource utilization for maximum service quality.
- Delivering high-value restaurant & bar services to upscale clients for exalting their satisfaction levels.
- Rendering personal attention & support to meet every guests' needs

Team Management

- Identifying the human resource requirements; creating manpower planning, job descriptions, recruitment criteria, and KRAs for all positions.
- Conducting the performance appraisal on the competency matrix to ensure there is continuous development on hired team members.

EDUCATION

- **2002: Four Years Degree in Hotel Management & Catering Technology** from Shri Balasaheb Tirpude College, Nagpur.

Industrial Training: 4.5 months of training in Hotel Taj Mahal, Mumbai – gained knowledge of departments like Food & Beverage Production, Food & Beverage Service, Housekeeping and Sales & Marketing

PERSONAL DETAILS

Date of Birth: 30th December, 1980 | **Languages Known:** English, Hindi, Marathi and Gujarati