



**Date of Birth:** Sept 1, 1972

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## Objective

- To excel in my chosen career of the Hospitality industry by exploiting my inherent strengths of Communication, Assertiveness and Zealousness, to make a positive contribution to the industry and be a productive influence on society.

## SKILLS

- Menu Planning
- Leadership
- Team Management
- Communication Skills
- Budgeting
- Costing
- Forecasting
- Customer Service
- Business strategies

# Alex Rodrigues

## EXPERIENCE

### General Manager Operations (Mar 2022 till date)

#### 20 Degree North LLP

#### 1918 by Vacasso.

Vacasso are Heritage Portuguese Villas built in the year 1918, situated in Goa and famous for building experiences with warm local flavors.

### General Manager Operations

(Nov 2018 – Sept 2020)

#### OYO - GOA

### Job Responsibilities:

- Oversee the operations functions of the hotel, as per the Organizational chart.
- Hold regular briefings and meetings with all head of departments.
- Ensure full compliance to Hotel operating controls, SOP- s, policies, procedures and service standards.
- Handling complaints, and oversee the service recovery procedures.
- Responsible for the preparation, presentation and subsequent achievement of the hotels annual Operating Budget, Marketing & Sales Plan and Capital Budget.
- Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
- A strong understanding of P&L statements and the ability to react with impactful strategies.
- Closely monitor the hotels business reports on a daily basis and take decisions accordingly.
- Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.
- Maximizing room yield and hotels / resort revenue through innovative sales practices and yield management programs.

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- Prepare a monthly financial reporting for the owners and stake holders.
- Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipment's and services.
- Act as a final decision maker in hiring key staffs.
- Be accountable for responsibilities of department heads and take ownership of all guest complaints.
- Corporate client handling and take part in new client acquisition along with the sales team whenever required.
- Responsible for safeguarding the quality of operations both (internal & external audits)

(Feb 2017 – Oct 2018)

**Food and Beverage Manager**  
**DOUBLE TREE by HILTON - GOA**

**Job Responsibilities:**

- Direct and organize the activities of the food & beverage department.
- Maintain and retain the high standards of food and beverage quality, service, and marketing.
- Maximizing profits by delivering an outstanding customer service.
- Enforce and implement effective control of food, beverage and labor costs.
- Assure and obtain the success of all banquet events.
- Drawing up budgets, forecasting revenues and working on cost control plans.
- Identifying and finalization of suppliers for operational items and equipment.
- Liaison with Government Bodies for necessary Licenses and Clearances.

(Apr 2016 – Jan 2017)

**Food and Beverage Manager**  
**COUNTRY INN AND SUITES**

(Nov 2014 – Mar 2016)

**Food and Beverage Manager**  
**THE O RESORT AND SPA**

(Jan 2012 – Aug 2013)

**Food and Beverage Manager**  
**DOUBLE TREE by HILTON - GOA**

**General Manager L'Hotel Eden**  
**CONCEPT HOSPITALITY PVT LTD**

(Jun 2009 – Jun 2010)

**Sales Manager**  
**GLOBAL SPIRITS AND FOODS**

(May 2007 – Jan 2009)

**Restaurant Manager**  
**STAR CRUISES**

(Sept 2005– April 2007)

**Assistant Restaurant Manager**  
**GOA MARRIOTT RESORT**

(Oct 2004 – Sept 2005)

**F & B Bar Executive**  
**GOA MARRIOTT RESORT**

(Mar 2003 – Sept 2004)

**Store Manager**  
**TGI FRIDAY'S, MUMBAI**

(Aug 1997– Mar 2003)

**Senior Captain**  
**THE ORCHID HOTEL, MUMBAI**

(Sept 1995– July 1997)

**Assistant Steward**  
**HOTEL MARINE PLAZA, MUMBAI**

**EDUCATION**

(1990-1992)

**H.S.S.C**

Siddhartha College of Commerce & Economics, Mumbai

(1989)

**S.S.C**

St. Xavier's High School, Mumbai

## Achievements

- Was promoted from Trainee Assistant Steward to Assistant Steward in Hotel Marine Plaza, Mumbai.
- Joined Orchid Hotel in the capacity of a Steward and moved up rapidly through the ranks to Supervisory, Senior supervisory and eventually accorded the responsibility of a Senior Captain.
- Started as an F & B Executive Bars in Goa Marriott Resort and was promoted to Assistant Managers Restaurants.
- Food and Beverage Managers award by Trinity India Hospitality 2018.

