

BHARGAV HEGDE



Personal

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- Email**
h.bhargav535@gmail.com
- Date of birth**
21-05-1996
- Place of birth**
Karnataka, India
- Gender**
Male
- Nationality**
Indian
- Marital status**
Unmarried
- LinkedIn**
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Interests

- Sports
- Socializing
- Spiritual

Languages

- English
- Hindi
- Kannada
- Konkani
- Tamil, Telugu

An equipped hotelier with a demonstrated history of working iconic portfolios. Skilled in Crisis Management, Whole House Renovations, Management, Situational Leadership, and Property Management Systems. Strong operations professional with a Bachelor's degree focused in hospitality and Tourism.

I would like to be known as a critical thinker as I firmly believe Organizations can deliver extraordinary results, regardless of the environment and circumstances if they have the right Culture and People Philosophy and my focus has always been to think and ideate all possible ways to create and build motivated, empowered and ethical winning teams.

Work experience

Asst. Front Office Manager- Head of the department May 2021 - Present
Tajhotels (Indian Hotels Company Ltd.) Vivanta Bhubaneswar, DN Square, Bhubaneswar

Preopening Front of the house manager - Working with the pre-opening team for one of the most sophisticated brands of IHCL, Vivanta, with 136 rooms. Assisting the General Manager in daily operations and overall management of the front office, Jiva spa, gymnasium and swimming pool. Also responsible for driving cost optimization, revenue & inventory management, as well as the delivery as per budgets.

- Opened the hotel in quick succession floor by floor of a 136-room operations.
- Assisted in the process of procuring 5 Star classification of pre-opening Hotel Certification in 2022 by the Ministry of Tourism, Government of India.
- Maintained high level of customer centricity with great results on social media for the year 2021-22
- Established and maintained seamless coordination with all departments to ensure maximum cooperation, productivity, morale and guest services.
- Capable of handling change and experience in managing change within the department.
- Building a well-organized system and mapping.
- Maintaining a regular performance review process that is well prepared.
- Managing costs by scheduling manning and reducing waste of resources.
- Contributing to revenue maximization through the development of customized packages.
- Assist with check book accounting, operating budgets, and P&L statements.
- Delivering an impeccably smooth arrival/departure experience.
- Managing, motivating and supervising the Front Office staff. Fostering a positive work culture by encouraging teamwork.

Duty Manager Jun 2019 - May 2021
Tajhotels (Indian Hotels Company Ltd.), Taj Exotica resort and spa, Andamans, Andaman and Nicobar islands

Assisted the Front Office Manager to plan and executing all activities for the smooth functioning of the Front Office. Managed the front office team with guest-centric culture and progressed in TripAdvisor as of 15.06.2019 from 17th rank out of 28 hotels to 1st rank out of 35 hotels as of 01.05.2021; Achieved best guest sentiments by building department policies, procedures, and new operational processes for a 46.5-acre resort and spa, a 72 villas beach resort.

- Created an arrival path that included a stupendous arrival experience by itself with a Nicobari welcome song and resort orientation.
- Created a personalized itinerary for within and outside the resort which included activities like Beach Yoga, Swimming Workout, Forest Cycling Trail, Coconut Tree Climbing, Fishing, Kite Flying, Organic Garden Tour, Duck Feeding, Star Gazing, snorkelling and scuba diving.
- Conducting daily shift meetings/briefings and passing on key information to associates.
- Ensuring the smooth running of a shift in all the areas of Front Office i.e, Reception, Concierge, Bell Desk, Business Centre, Health Club on a day to day basis.
- Scheduling training sessions for various task breakdowns, and service sequences

Duty Manager Jan 2018 - May 2019
Accor, Novotel Hyderabad Convention Centre, Hyderabad

Handled operations in 288 room's hotel by planning and executing all activities for the smooth functioning of reception, guest services, concierge and travel desk.

- Handled various global events in south Asia's largest convention centre with 38 meeting rooms in an individual complex.
- Assisted in the soft refurbishment of hotel rooms (288), and public areas (lobby, lounge) in 2017.
- Effectively handling guest issues and complaints
- Excellent knowledge of PMS i.e. Opera ver. 5.0.2, with hands-on experience in training freshers
- Planning hospitality functions/ coordinating special amenities and events for guests via external and internal pre coordination meetings

New Generation Leader- Management Trainee
Accor, Novotel Hyderabad Convention Centre, Hyderabad

Jun 2016 - Dec 2017

The 1.5-year structured leadership program included involvement in strategic projects and committee participation with reviews conducted at regular intervals throughout the program to lead to a managerial role.

- Learnt the qualities of Ability to Sell, Problem Solving, Service Orientation, Ability to Handle Pressure, Service Excellence, Ability to manage and co-ordinate, Interpersonal Skills, Discipline, Organize and Good Team player skills

Education and Qualifications

B.sc in hospitality and hotel management
Institute of hotel management (IHM Chennai), Chennai

Jun 2013 - Jun 2016

The Bachelor of Science program in Hospitality and Hotel Administration offered jointly by the National Council for Hotel Management and the Indira Gandhi National Open University. The Three-Year (Six Semester) full time regular course equips students with all the required skills, knowledge and attitude to efficiently discharge supervisory responsibilities in the Hospitality sector. The program also involves in-depth laboratory work for students to acquire required knowledge and skill standards in the operational areas of Food Production, Food & Beverage Service, Front Office Operation and House Keeping. It also provides managerial inputs in Hotel Accountancy, Food Safety & Quality, Human Resource Management, Facility Planning, Financial Management, Strategic Management, Tourism Marketing and Tourism Management.

Bachelor, Travel and tourism
Indira Gandhi national open university- IGNOU, Chennai

Jun 2013 - Jun 2016

Associate Programme with BSc. H and HA aimed at familiarizing with varied aspects of Tourism, creating awareness about tourism, imparting basic training in organizing Tourism services and opening career opportunities.

Intermediate and Matriculation
Atomic Energy Central School, Kaiga, Kaiga Township

Jun 2011 - Jul 2013

Majors- Physics, Chemistry, Maths and Biology

Sep 2022 - Jul 2022

Certification

St. John Ambulance Association - India

Basic First Aid

Skillset

Customer handling, Conflict Resolution, Crisis Management, Whole House Renovations, Management, Situational Leadership, Property Management Systems, Cost optimization, Revenue & inventory management, Asset upkeep & maintenance, Interpersonal, Operation abilities, Health and Safety.