

SURENDRA PAREEK

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Occupation Synopsis

Experienced and distinguished Management Professional by commended performance and proven results of significant accomplishments and contributions. Demonstrated ability to galvanize teams to achieve ambitious results.

Objective

To work in an environment which offers scope for development of new skills, strive to achieve goals set by the organization & in the process prove to be an asset to the company.

Core Competencies

- Good knowledge of different business functions
- Strong work ethics
- Meticulous attention to detail
- Proactive nature
- Passionate, Responsible & Cooperative
- Ability to read situations and act accordingly
- Understanding, Decisive & Flexible
- Strong organizational, time & stress management
- Multi-tasking, Convincing & Optimistic
- Admirable leadership & motivator
- Remarkable Analysis & Problem Solving
- Flair for communication and interpersonal relations

Professional Experience

GENERAL MANAGER | NANDED CLUB - HOTEL ON THE ROCKS, NANDED | SEP '19 – PRESENT

- Researching and identifying growth opportunities
- Overseeing daily business operations
- Hiring employees
- Training low-level managers and staff
- Evaluating performance and productivity
- Developing and implementing growth strategies
- Improving revenue
- Generating reports and giving presentations
- Analysing accounting and financial data
- Creating and managing budgets
- Conducting regular briefings and meetings with all the teams
- Ensured full compliance to Hotel operating controls, SOP's, policies, procedures and service standards
- Led all key property issues including capital projects, customer service and refurbishment
- Handling complaints, and overseen service recovery procedures
- Managed on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded
- Ensured all decisions are made in the best interest of the hotel and management
- Developing improvement actions, carry out costs savings
- Coordination with HOD's for the execution of all activities and functions
- Overseeing and managing all departments and working closely with department heads on a daily basis
- Handling corporate client & taking part in new client acquisition along with the sales team whenever required

RESTAURANT MANAGER | ABHRAJ RESTAURANT, PUNE | JUL '18 – AUG '19

- Delivering superior service and maximizing customer satisfaction
- Frequent contact with both customers and employees
- Recruiting, training, supervising & managing staff
- Taking reservations
- Recommending ways to reach a broader audience
- Making improvements to the running and developing the restaurant
- Agreeing and managing budgets
- Planning menus, overseeing stock levels & ordering supplies
- Solved issues before they become problems or complaints
- Promoting and marketing the business
- Keeping statistical and financial records
- Setting targets, assessing and improving profitability
- Producing staff roster
- Responding to guests needs and anticipating their unstated ones
- Ensured compliance with sanitation and safety regulations
- Managed restaurant's good image and suggest ways to improve it
- Responded efficiently and accurately to customer complaints
- Coordinating daily operations to Front of the House (FOH) and Back of the House (BOH)

GENERAL MANAGER & CO-OWNER | SKY MOUNTAIN RESORT, PUNE | DEC '17 – JUN '18

- Setting up the Startup starting from the clearance of debris from the land to getting the blueprint & 3D of the proposed plan, purchase furniture, recruiting staff, setting up of menu, etc.
- Managed BTL promotions (Below The Line Promotions) such as pamphlets, banners, notice columns, etc. thus help creating awareness in the particular catchment.

OUTDOOR CATERING MANAGER | MINI PUNJAB, MUMBAI | DEC '16 – NOV '17

- Gathered customer requirements (like number of guests and event dates)
- Planning food and beverage menus considering clients' preferences and special requests (in consultation with the chefs)
- Arranged food tastings with potential customers
- Managing stock levels and ordering supplies
- Supervising staff at functions and events
- Hiring, training & managing wait staff and kitchen personnel
- Oversaw food prep and customer service
- Determined requirements in ingredients and set portions
- Planning staff shifts for functions and events
- Ensuring compliance with relevant health and safety regulations
- Managing budgets and maintaining financial and administrative records
- Liaising with clients to establish their expectations
- Monitoring the quality of the products and services provided
- Building relationships and negotiating contracts with suppliers/vendors
- Marketing the company's services to prospective clients

RESTAURANT MANAGER | BUTTER CHICKEN FACTORY, MUMBAI | DEC '15 – NOV '16

- Supervising & directing courteous serving of food & beverages
- Producing staff roster
- Implementing and maintaining of brand standards
- Driving the guest experience through service quality
- Maintaining customers database and utilizing effectively
- Taking appropriate actions to resolve guests complaints
- Being attentive to guests and anticipating their needs
- Supervising day to day operation of restaurants, maintaining high quality of service
- Taking initiatives to generate revenue and achieve the financial targets
- Monitoring and providing the needs of the restaurants to ensure service efficiency

GUEST RELATION ASST. MANAGER | TAJ SANTACRUZ, MUMBAI | OCT '12 – JAN '15

- Provided upscale guest service experiences for clients throughout their stay
- Ensured clients are properly greeted upon their arrival
- Monitored daily bookings and ensure assigned rooms are prepared prior to check-in
- Coordinated luggage collection and storage
- Oversaw check-in and check-out procedures, including reservations and financial transactions
- Promptly addressed guests' requests, like in-room dining (IRD)
- Actively listened to and resolved complaints
- Ensured special guests, like disabled people, elderly, children and VIPs, receive personalized services
- Coordinated and managed communication between guests and staff and followed up to ensure we resolve customer concerns
- Informed clients of the hotel services, including breakfast and dining options
- Promoted all hotel amenities, conveniences and programs offered
- Managed guest relations team (including Receptionists and Concierges) to ensure we comply with all standards and operating procedures
- Appraised team's performance and produced regular reports
- Liaised with Housekeepers and Wait Staff to provide an overall comfortable guest experience
- Examined daily duties, assigned tasks and checked on progress
- Analyzed customer feedback from hotel guestbook and online reviews and suggested ways to improve ratings
- Recommended local tourist spots, including places to dine, shop and sight-see
- Established friendly relationships with regular hotel clients

RESTAURANT MANAGER | CHOKHI DHANI, JAIPUR | AUG '10 – SEP '12

- Greeting and advising customers
- Ensured all team members maintain the highest level of guest service
- Training new and current employees on proper customer service practices
- Coordinated between all departments
- Regularly review product quality and research new vendors
- Ensured all employees are conducting themselves in a professional manner
- Encouraged teamwork and cooperation among all service personnel and Service Captains
- Planned for and ensured that all food service personnel, facilities and materials are in complete readiness for operation
- Maintain dining room in a clean, crisp, upbeat atmosphere at all times
- Knowledgeable of menu, recipe and production procedure
- Ensuring and providing flawless, upscale, professional and high class guest service experiences
- Analyzing customer feedback and providing strategic direction to continuously improve overall rating
- Liaising with customers, employees, suppliers, licensing authorities and sales representatives
- Ensuring compliance with licensing, hygiene and health and safety legislation/ guidelines
- Appraise staff performance and provide feedback to improve productivity

ASSISTANT MANAGER | HALDIRAM, NAGPUR | MAR '08 – JUL '10

- Greeting customers & proficiently handled the inquiries
- Frequent contact with both customers and employees
- Maintaining tables & counters with cleaning & resetting
- Actively dealing with the complaints
- Handled cash, credit/debit cards & cash register
- Made sure employees perform their tasks as asked
- Maintained records of staff, clients, vendors, etc
- Charging customers as per their orders
- Planning & Co-ordination on a regular basis
- Ensured to maintain overall hygiene
- Analyzing & solving problems that arise in a working environment
- Training the staff to meet customer's ever changing requirements
- Supervised preparation of food, stocking supplies
- Handled proper serving done by the employees
- Negotiating with vendors
- Interacting with colleagues & customers on a professional level
- Taking responsibility for own professional development and duties in relation to the company's policies and practices
- Establishing and maintaining productive relationships with the network as well as clients
- Greeting and advising customers
- Ensured all team members maintain the highest level of guest service
- Training new and current employees on proper customer service practices

Education

BCOM | 2004-05

Government Bangur College, Rajasthan University
