

CURRICULUM VITAE

POSTAL ADDRESS

01, Krishi Anushandhan Nagar,
Near Vedansh Ashram
Sanganer, Jaipur
Rajasthan
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OBJECTIVE-

To work hard and sincerely and to rise to the occasion to any challenge put forth by the industry and the organization.

ACADEMIC QUALIFICATION:

- i) 10+2 passed from U.P. Board.
- ii) B.sc passed from Kanpur University.

PROFESSIONAL QUALIFICATION:

- i) 3 Years Diploma in Hotel Management, catering technology, applied nutrition and food science in (1993).
- ii) Diploma in computer Application from R.C.S.M Varanasi ((11/01/2001 to 11/06/2001)

JOB EXPERIENCE:

- i) Currently working with Leisure Resort (A 4 star property) in Bahraich as "General Manager" since June, 2017.

Present KRA`S-

- Create an offer customized plans and packages as per guest need and requirement.
- Interpreting the client feedback to attune the business strategies as per the guest requirement and expectations.
- Daily sales increase spa guest capture rate inventory and staff retention.
- Budget in association with P&L and HLP cost (Heat, Light and power) and manning.
- Have handled minimum revenue of 9.5 Cr p.a. only from the Hotel business.

Daily Operation Targets;

- Daily check-entire area and valuable equipment etc.
- Conception & Introduction of Herbal Garden In the campus.

- Plan and Cooperation Hotel Operation activities in order to maximize profit through.

Major Responsibilities:

- In General Operations ensuring the adherence to Operations manual and smooth running of Operations.
- Hotel planning-Coordinate with CEO to implement Organization level objectives, processes and programs Capacity planning.
- Accountable for annual target budget planning and achievement, increasing revenue and turnover, ensuring locations meet their budget goals.
- Working with managers to track daily sales, compare ongoing promotions.
- Ensure staff are providing 5 star and catering high end premium net-worth customer services to all guest, Monitoring and follow-up all complaints, management of loyalty programs.
- Employee performance and standards and issues-tracking and monitoring, employee career development & retention.
- Maintaining and monitoring operational reports.
- Implementing and management of company's brand promotions.
- Adhering to company's branding guidelines and helping to develop them further rooms,
- Relations through quarterly events, newsletters and general show round.
- Under take annual budget, revenue, financial forecast and projections.
- Successfully established operating procedure, training manual.

- ii) Worked with Nimba Nature Cure Village, (A 5 star Resort a unit of Oswal Infrastructure Pvt. Ltd.) Ahmedabad as "General Manager". I joined this property on January 2015
- iii) Worked with Cambay Golf Resort, Jamdoli and Jaipur as "Operation Manager". The Cambay is 5 star resort with 200 Rooms, Villas & 6 outlets and 09 Hole Golf Course at Jamdoli, Jaipur, Rajasthan. I worked at Cambay w.e.f. 4th October 2013 to Dec 2014.
- iv) Worked with "MAPLE GROUP" From September 2009 to August 2012 as a "Operation Manager" and I was preopening team Member for the same Group as well.
- v) Worked as Operation Manager at "CHOKHI DHANI", (Ethnic 5 Star Village resort & Hotel), Jaipur with 102 Rooms and seven outlets. I worked there w.e.f. Oct 2007 to 22nd Sept 2009
- vi) Worked as "Executive Housekeeper & Training Manager" at GOLD PALACE & RESORTS****, Jaipur with 75 Rooms and 5 outlets w.e.f. 2nd March 2006 to 20th Sept. 2007)

- vii) Worked as a "Rooms Division Manager" at HOTEL MERADIEN GRAND ****, Varanasi with 46 Rooms w.e.f April 2004 to Jan 2006)
- viii) Worked as a "Executive Housekeeper" at HOTEL HINDUSTHAN INTERNATIONAL VARANASI *****with 108 Rooms and six outlets. I have worked there w.e.f 15th Aug 2000 to March 2004.
- ix) Worked as an "Executive Housekeeper" at HOTEL HOLIDAY INN, ****, Agra with 136 Rooms and six outlets w.e.f 1ST May 1999 to 14TH Aug 2000.
- x) Worked as "Rooms Division Manager" at HOTEL INDIA***, Varanasi (UP) with 73 Rooms and six outlets w.e.f. 1ST Dec 1995 to 20TH April 1999.
- xi) Worked as an "Assistant Manager Housekeeping" at HOTEL THE OLD ANCHOR **** , Goa with 103 cottages and 5 outlets w.e.f. 15TH Aug 1994 to 15TH April 1995.
- xii) Worked as an "Housekeeping Supervisor" at HOTEL LE-MERIDIEN****, New Delhi, with 356 Rooms w.e.f. 16TH Dec 1992 to 18TH June 1994.

JOB PROFILE:-

- i) As "General Manager", to deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all of our guests with the key aim of retaining and attracting new customers. Oversees all aspects of Property Management in accordance with Company mission statement, including maximization of financial performance, achieve financial objectives, guest satisfaction by consistent delivery of both product quality and service, and staff development within established quality standards. I create and maintain customer-driven operations with a vision that inspires hotel associates to do their best. Possess the position experiences in all phases of hotel management, including sales and marketing, human resources, food and beverage, budget/forecast management, rooms, housekeeping and maintenance.
- ii) As "Manager Operation" I have associated with my previous concerned i.e. Hotel "Cambay Golf Resort", Jamdoli as. I have been reporting to the General Manager of the unit and looking after the Entire day today Operation. Property has been categorized as a 5 Star Hotel & beside the 200 deluxe, suites and Villas rooms, hotel has a Multi cuisine restaurant,(Indus) In room dinning ,Sip Rostro Bar, table for two coffee shop, three Banquet Hall (Premier- 350 pax, Viceroy -125 pax, Lords 25pax & gaming zone like t.t. carom, pool. & international standard 9 hole Golf Course with Night Golfing, Major responsibilities, includes Menu planning for Restaurants and bar recruiting of the F&B Team, Training as per the Standard Operating Procedure, making budgets as per company set targets. Responsible for ensuring guest satisfaction and handling guest complaints.
- iii) As an "Executive Housekeeper", overseeing all housekeeping/Laundry operations to deliver an excellent Guest and Member experience. Evaluate guest satisfaction and set department

targets and objectives. Specifically, I was responsible for performing the following tasks to the highest standards:

- Oversee housekeeping operations
- Oversee Laundry Operations
- Evaluate Guest satisfaction levels and monitor trends with a focus on continuous improvement
- Operate within departmental budgets through effective stock and cost controls and well managed schedules
- Set departmental targets and objectives, work schedules, budgets, and policies and procedures
- Monitor the appearance, standards and performance of the Housekeeping/Laundry Team with an emphasis on training and teamwork
- Ensure team members have an up-to-date knowledge of all room categories and amenities
- Maintain good communication and work relationships in all hotel areas and with external customers and suppliers
- Ensure staffing levels cover business demands
- Ensure ongoing training
- Ensure communication meetings are conducted and post-meeting minutes generated
- Manage staff performance issues in compliance with company policies and procedures
- Recruit, manage, train and develop the Housekeeping/Laundry team
- Competent in property management systems
- Assist other departments wherever necessary
 - . To supervise, train and motivate others,

LANGUAGE SKILLS

English, Hindi

COMPUTER SKILLS:

- i) Diploma in computer application from R.C.S.M Varanasi ((11/01/2001 to 11/06/2001).
- ii) Internet, Windows, (MS office, Excel, PowerPoint).
- iii) Hotel software- HMS, SW

PERSONAL PROFILE:

- ✓ Pleasing personality
- ✓ Responsible
- ✓ Calm
- ✓ Punctual

PERSONAL DETAILS:

Fathers' Name	-	Shri T.P. Tiwari
Contact No.	-	9636670210, 9928512669
Date of Birth	-	18 th June 1974
Sex	-	Male
Height	-	5*10

Marital Status - Married

PERMANENT ADDRESS:

54, Prakash Nagar, Etawah, (UP)

Salary & Perks - Negotiable

- Height- - 5ft 10 inch
- Weight- - 77 kg's
- Eye-sight- - Normal

REFERENCE

- i) A. K. Puri (General Manager Clarks Group of Hotels)
- ii) Mr. A.K. Pandey (Executive Manager H.H.I., Varanasi)
- iii) Mr. Mool Chandani (Managing Director of Sarover Portico)

(Anil Tiwari)