

# ARPAN KUMAR

## Resort Manager

The Orchard Resort, Belgaum – Karnataka

11b Lovelock Place, Kolkata

West Bengal – 713 146

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## EXECUTIVE SUMMARY

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A dynamic professional with progressive career development & demonstrate history in Hotel Operations, Sales & Marketing, Guest Relationship Management and Team management across the Hospitality / Hotel industry. Proven successful track record in Hotel Pre opening, Strategic planning, interactive & Direct Marketing, Sales / Promotion, Team Development.

I have the ability & skill set to provide creative, innovative, enthusiastic and forward - thinking leadership in a team environment. My remarkable expertise in Entire Hotel Operation and managing Sales & Marketing related activities, Revenue Generation, Branding, Promotion, Guest Satisfaction for accelerating business growth.

## MY EXPERTISE

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- Hotel Pre-opening, Hotel Operation Management ( Food & Beverage Management, Guest Management, Staff Development, Vendor Management, CRM Management )
- Hotel P & L Management, Cost Control ( Labour, F&B, HLP ), Asset Management
- Hotel Revenue Analysis, Budget Management, GOP & SOP Management

## RELEVANT EXPERIENCE

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### Resort Manager

The Orchard Resort – Belgaum, Karnataka

October 2020 to Present

- Reporting to The Owning Board of the company
- The Orchard Resort - Belgaum spread in 40 acres offers 120 Luxurious Rooms (64 Mud Cottage, 44 Premium Cottage & 12 Villa), 45000 sqft Banquet facility with well equipped ultra-modern 02 meeting rooms and 2 distinguished F&B outlets which include an award winning Kansa restaurant, 01 Bar, along with Spa, Gym, Infinity Swimming Pool & Jacuzzi facility which give a perfect stay.

### Key Achievements & Responsibility –

- RGI: Growth of 7.6% over last year performance

- Growth in Room Rev by 12%
- Rev PAR: Increased by INR 340 in comparison over last year performance
- Transient Segment - 96% growth & OTA Segment – 107% in terms of room night over last year performance
- ADR: Increased by INR 1163 in comparison over last year performance
- Growth in F&B Rev by 45% & Total APC: Increased by 23.5%
- GOP: 25% growth in terms of revenue over 2018
- Achieved all revenue targets and budgets with positive occupancy
- Responsible for entire Operation, Sales, Marketing, Branding, Promotion, Making budget for unit level
- Spearheaded the launch and sustained marketing of the hotel along with Sales & Marketing team
- To ensure maximum profitability by maximizing GOP
- Maintained staff attrition level under 1.5% Duties
- Business planning's, Revenue Generation, Training, Designing & monitoring Support System to increase sales. Equips and motivates employees to achieve predetermined goals.
- Daily Operational Analysis Reports ( Control Costs, Sales Report, and Activity Reports ). Upgrading of Man Management, approving requests and performing day- to-day Administrative tasks.
- Tracking of Expense budget, Monthly P&L analysis & formulating sales budget.
- Monthly External Auditors report analysis.
- Supporting Sales, Corporate visits, Tie Ups & doing Promotional Activities. Recognized for outstanding marketing activities on all platforms

## **General Manager**

### **ITC Fortune Hotel - Chennai, Tamil Nadu**

#### **January 2019 to September 2020**

A 5-star national branded chain hotel with 101 keys, 2 restaurants with 240 covers, Bar with 65covers, Banquet halls with total 15000 sqft, Swimming pool, Gym & Spa etc.

## **Director Of Operation**

### **Taj Vivanta – Kolkata, West Bengal**

#### **November 2017 to January 2019**

A 5-star International branded chain hotel with 199 keys, 2 restaurants with 240 covers, Bar with 65covers, Banquet halls with total 25000 sqft, Swimming pool, Gym & Spa etc.

## **Front Office Manager**

### **Taj Palace – New Delhi, New Delhi**

#### **August 2016 to October 2017**

A 5-star International branded chain hotel with 212 keys, 3 restaurants with 230 covers, Bar with 65 covers, Banquet halls with total 45000 sqft, Swimming pool, Gym & Spa etc.

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**Duty Manager****Taj Palace – New Delhi, Delhi****June 2015 to July 2016**

A 5-star International branded chain hotel with 212 keys, 3 restaurants with 230 covers, Bar with 65 covers, Banquet halls with total 45000 sqft, Swimming pool, Gym & Spa etc.

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**Front Office Supervisor****Taj West End - Bangalore, Karnataka****June 2013 to May 2015**

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**Front Office Executive****Taj West End - Bangalore, Karnataka****June 2011 to May 2013**

A 5-star International branded chain hotel with 296 keys, 3 restaurants with 222 covers, Bar with 65 covers, Banquet halls with total 20000 sqft, Swimming pool, Gym & Spa etc.

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**ACADEMIC HISTORY**

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**Diploma in Hotel Management****IIHM – Kolkata, West Bengal | From 2009 to 2011****Completed Industrial Training from Hotel Hindusthan International, Kolkata – West Bengal (18 weeks)**

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**Bachelor's in Science - Graduation****Raj College – Kolkata, West Bengal | From 2008 to 2011**

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**REFERENCE****Mr. Samrat Datta****General Manager****Taj Exotica Resort & Spa - Maldives****Signature: - Arpan Kumar****Date & Place:-**