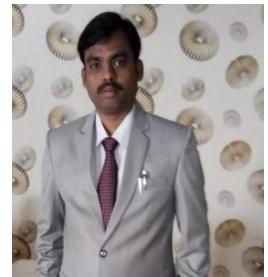


R.P. RAMA MOHAN REDDY

Flat No: 206, Shashank Anutham Apartment ,
second Main MV Layout,
Near Indane Gas godown, Thindlu
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CAREER OBJECTIVE

Productivity seeking a management position with an organization where I can utilize my skills and experience to improve operations, increase profitability and enhance growth Management responsibility with an organization where demonstrated skills in marketing, administration and sales can be translated into improved growth and profitability.

Professional Qualifications:

- Over Twenty years of extensive experience in Hospitality industry.

Technical Qualifications:

- Highly skilled in planning, coordinating and directing all daily activities pertinent to custodial functions
- Demonstrated ability to hire, train, supervise, coach and counsel workers and team members
- Hands on experience in managing daily systems use and management, cost control and overall productivity.
- In depth knowledge of assisting in monitoring team members' performances and working towards further development

EXPERIENCE

Presently working as General Manager with Sri Sierra, Chickballapur from 2020 to till date.

Outlets:

*Rooms – 36
Board Rooms – 2
Banquet halls – 1
Veg Restaurant - 1
Roof Top Bar & Restaurant – 1
Coffee Shop - 1*

As General Manager with i-Stay Hotels Pvt Ltd. at Bangalore from 2019 to 2020.

Outlets:

*Rooms – 67
Conference halls – 2
Banquet hall – 1
Veg Restaurant - 1
Bar & Restaurant – 1
Coffee Shop – 1
Gym – 1*

As an Operation Manager in RIO THE HOTEL at Bangalore for a period of 3 years since 2016 to 2019.

Outlets:

*Rooms – 45
Conference hall – 1
Banquet hall – 1
Multi Cuisine Restaurant - 1
Bar & Restaurant – 1*

As an Operation Manager in Hotel Masineni Grand at Ananthapuram for a period of one year – 2015-2016.

Outlets:

*Rooms – 77
Conference halls – 2
Banquet halls – 2
Multi Cuisine Restaurant - 2
Bar & Restaurant – 1
Coffee Shop – 1
Gym – 1*

As an Operation Manager in hotel Vaishnavi at Miryalguda for a period of three years 2013 to 2015.

Outlets:

*Rooms – 55
Conference halls – 2
Banquet hall – 1
Veg Restaurant - 1
Bar & Restaurant – 2*

JOB DESCRIPTION:

- Fully responsible for all aspects of all departments.
- Support and work with all Head of Departments in all aspects of running this hotel.
- Ensure the premises are in operative condition as per category of the unit to receive & serve the guests.
- Conduct regular operations team meeting with the entire HOD daily / weekly to discuss routine operational matters, sales targets, GSTS feedback / RSTS feedbacks and action taken for service recovery, and also any staff issues. Minutes of the meeting to be sent to GM/RGM.
- Ensure SOP implementation in all departments and check the same during routine operational checks. Consultant /GRM guidance to be taken wherever required.
- Monitor the purchase / indent / requests of each department, the accounts receivable (collection from debtors) and the accounts payable (payable to the vendors / suppliers etc.).
- Randomly inspecting the stores (F & B / Kitchen) to check the stock in hand (quality, par stock levels, expiry etc.) with the F & B Manager & Chef.
- Dealing with Suppliers / Vendors for quality products involving Purchase Manager and providing performance assessment of vendors every quarter to HO Purchase.
- Inspecting all departments for SOP implementation
- Inspecting all departments with their respective Manager's for cleanliness, ambience, service readiness, staff grooming & hospitality culture.

- Monitor the co-ordination between all departments for smooth & efficient operations.
- Assessing and reviewing customer satisfaction and service recovery process.
- Meet all dept. heads to review & train the staff to upkeep the human capital.
- Identifying staff learning needs and assisting with development.
- Providing timely and constructive feedback to all direct reports as and when required either formally or informally.
- Conduct weekly / Daily meeting with marketing people for enquiry & follow up & conversion to grow up the business.
- Monitor and maintain operation & overhead cost in order to maintain maximum revenue to the organization.
- Be on available on call 24 hours a day to resolve any urgent problems on emergencies.
- Responsible for the overall management of the operation of the hotel.
- Any other duties assigned.

Hotel Atithi Innat Hyderabad as an F & B Manager for a period of three years - 2010 to 2013.

My Job Roles:

- Achievement of budgeted food sales, beverage sales, labour costs and profitability.
- Completion of Customer Follow-up calls on a timely basis.
- Timely analysis of Food & Beverage Prices in relation to competition.
- Participation and input towards F&B Marketing activities.
- Entertainment of potential and existing customers.
- Preparation of Sales Promotions & Mailings.
- Competitive analysis every six months by calling competition and gathering data such as banquet kits, room rental rates, etc.
- Telemarketing to previous clients to inquire about possible future bookings.
- Development and maintenance of all department control procedures.
- Handle all Food & Beverage inquiries and ensure timely follow up on the same business day.
- To co-ordinate with all large groups meeting/banquet planners their specific group requirements with the services & facilities offered. This includes proposals, contracts, estimated and actual function statements. With banquet or conferences, the Chef is to be included in food related discussions.
- To confirm all details relative to group functions with meeting/banquet planners.
- Supervision of daily paper flow including Proposals, and Function Contracts.
- Maintenance of Hotel credit policies.
- Directly responsible for large function billings and overseeing medium/small function billings with particular regard to accuracy and timeliness (48 hours)
- Evaluation forms must accompany all invoices.
- Gather for large events; oversee for medium/small events, guaranteed attendance numbers. They are required 3 business days in advance of functions.
- Completion of monthly forecast.
- Attendance and participation at weekly F & B meeting and Department Head meeting.
- To assist in menu planning and pricing.
- Development and maintenance of department manual.
- Supervision of weekly payroll input.
- Be available to Hotel Staff at all times in case of emergency.
- Must have a complete knowledge of Fire Procedures.

- All other duties as directed by the General Manager or Assistant General Manager.
- Participation in Manager on Duty shifts as required.
- Assure bar inventory for functions, including opening and closing inventories, accurate bar summaries and cash deposits are prepared.
- Assure the maintenance of bar control policies.
- Assure completion of requisitions where deemed necessary.
- Assure the completion of weekly schedule and shift duties while: a. Maintaining a labour cost below the maximum of 15%. b. Assuring adequate and consistent.
- Completion of monthly inventory.
- Assure timely completion of function bills.
- Assure the ordering and purchasing of beer, wine, liquor, premix canisters and canned soft for Food& Beverage and vending
- Purchasing of purchase requirements of small wares, linens requirements etc.
- Directly responsible for larger groups...overseeing medium and smaller groups:
- Consistent check of Banquet Food and Beverage quality, Banquet services and pallet presentation.
- Ensuring that services meet customer specifications.
- Quality of meeting room set-up.
- Liaise on an on-going basis with the Sales Department to ensure all client needs and requirements will be met.
- Work with the Chef, Assistant Director of Food & Beverage and Food & Beverage Supervisor to ensure all arrangements and details are dealt with.
- Establish a rapport with groups to ensure guest satisfaction and repeat business.
- Minimize number of customer complaints.
- Ensure a professional attitude and proper business attire when on property, ready to meet or service a client at any time.
- Staff professional attitude and proper meeting Company appearance and uniform standards.
- Teamwork-Relations with co-workers and management.
- Quality of Food & Beverage services and department phone handling
- Meeting with convenors and confirming proper set-up of Function Room at time of Function while on duty.
- Responsible for staff training and development.
- Ensure all staff has 'Smart Serve' certification.
- Personnel selection.
- Proper hiring procedures followed. For management positions, either the HR Manager or the Asst. General Manager must join the Director of Food & Beverage for all interviews. For line personnel, the Assistant to the Director of Food & Beverage must be present with the Food & Beverage Supervisor.
- Proper termination procedures must be followed.
- Department meeting being held monthly. General Manager, Assistant General Manager and Human Resources Manager to be notified of meetings in a timely fashion.
- High employee retention.
- Personal development and growth.
- Discipline of personnel when required.
- Responsible for overseeing all scheduling within the department.
- Participation towards overall Hotel Maintenance and cleanliness.
- Achieving service that exceeds expectations.
- Overall maintenance of the operation at a level in keeping with the standards prescribed.
- Minimize the number of Workmen's Compensation claims.
- Report any deficiencies in equipment and facilities.

Worked as a Banquet In-Charge in Hotel Vijay Krishna international, Guntur for 4 years - 2006 to 2010.

My Job Roles:

- Achievement of budgeted food sales, beverage sales and labour costs.
- Achieve maximum profitability and over-all success by controlling costs and quality of service
- Participation and input towards F & B Marketing activities.
- Control of Banquet china, cutlery, glassware, linen and equipment.
- Completion of function delivery sheets in an accurate and timely fashion
- Help in preparation of forecast and actual budget function sheets.
- Completion of forecast and actual budget function sheets, Function Summary Sheets and weekly payroll input.
- Completion of weekly schedules. Schedule staff as necessary to ensure adequate and consistent levels of service.
- To supervise and co-ordinate daily operation of meeting/banquet set-ups and service.
- Completion of Banquet bar Requisitions.
- Maintaining the Hotel Bar control policies and completion of necessary forms.
- Following of proper purchasing and requisitioning procedures.
- Maintain records for inventory, labour cost, and food cost etc.
- Follow-up each function by completing a Function Critique and submit to the Sales & Food and Beverage Manager
- Attendance and participation of weekly F & B meeting and Department Head meeting
- To assist in menu planning and pricing.
- Development and maintenance of all department control procedures.
- Development and maintenance of department manual.
- Supervision of weekly payroll input
- Provides function employee list and hours for gratuities distribution.
- Provides labour costing information for Function Statements.
- Supervision of weekly schedules. Schedule staff as necessary to ensure adequate and consistent levels of service.
- Supervision of Banquet Bar Requisitions. Responsible for Hotel Bar control policies and completion of necessary forms.
- Following of proper purchasing and requisitioning procedures.
- Maintain records for inventory, labour cost, food cost etc.
- Be available to Hotel Staff at all times by pager.
- Consistent check of Banquet Food and Beverage quality, Banquet services and Plate presentation.
- Ensuring that services meet customer specifications.
- Quality of meeting room set-up.
- Liaise on an on-going basis with the Food and Beverage Manager to ensure all client needs and requirements will be met.
- Work with the Chef and Head Server to ensure all arrangements and details are dealt with.
- Greet the customer upon arrival.
- Provide quick service for last minute changes.
- Check Food & Beverage or coffee Break schedule if applicable.
- Dealing with customer complaints
- Staff attitude and appearance.
- Teamwork/Relations with co-workers and management.
- Staff is properly trained.

- Inspection of Meeting Room prior to guest arrival ensuring that client specifications have been met.
- Co-ordinate the general housekeeping of the Ballroom, Lower Lobby, Lower public washrooms, kitchen, storage areas, entrance areas, etc.
- Participation towards overall Hotel Maintenance and cleanliness.
- Effective communication skills.
- Staff training and development.
- Department meeting being held monthly.
- Personal development and growth.
- Discipline of Personnel when required.

Worked in Hotel Daspalla, Visakhapatnam as a Sr. Captain for 2 years - 2004 to 2006.

Worked in Hotel Meghalaya Visakhapatnam as a Sr. Captain for 3 years - 2001 to 2004.

Worked in Hotel Monorama, Vijayawada as a Sr. Captain for 2 years - 1999 to 2001.

- Always greet and welcome guests promptly in a warm and friendly manner.
- Always thank and give fond farewell to guests conveying anticipation for their next visit.
- Assist guest with table reservation.
- Assist guest while seating.
- Ensure guest are serviced within specified time.
- Has a good knowledge of menu and presentation standards.
- Able to answer any questions regarding menu and assist with menu selections.
- Able to anticipate any unexpected guest need and reacts promptly and tactfully
- Always applies service techniques correctly at all times, and serving Food & Beverage items with enthusiasm.
- Serve food courses and beverages to guests
- Set tables according to type of event and service standards.
- Record transaction / orders in Point of Sales systems at the time of order.
- Communicate with the kitchen regarding any menu questions, the length of wait and product availability.
- Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen.
- Check with guests to ensure satisfaction with each food course and beverages.
- Responsible for clearing, collecting and returning food and beverage items to proper area.
- Maintain cleanliness of work areas, china, glass, etc. throughout the shift
- Reviews order dockets ensuring accurate and timely preparations for order requirements accordingly. Present accurate final bill to guest and process payment.
- Perform shift closing on the Point of sales terminal and tally cash and credit card settlements.
- Ensures that the restaurant is always kept clean and organized, both at the front as well as the back of house areas.
- Ensures that hotel brand standards and SOP's are consistently implemented.
- Work with fellow staffs and manager to ensure that the restaurant achieves its full potential
- Completes the daily responsibilities that are set for each individual shift.
- Complete closing duties, including restocking items, turning off lights, etc
- Conducts monthly inventory checks on all operating equipment and supplies
- Take an active role in coaching and developing junior staff.
- Any other duties related to food and beverage service assigned by the manager.

Education: -

B.Com – Dr. B.R Ambedkar University.

BHM – IHM, Vidya Nagar, Hyderabad

ADDITIONAL SKILLS

Profound ability to anticipate guests' needs and respond appropriately.

- i. Working knowledge of the Operation Management
- ii. Proven supervising systems experience
- iii. Excellence in customer services
- iv. Ability to multitask
- v. Excellent organizational skills
- vi. Excellent written and verbal communication skills

PERSONAL PROFILE:-

Name : R.P. Rama Mohan Reddy

Father's Name : R.P. Syamanna

D.O.B : 12th June 1980

Nationality : Indian

Marital Status : Married

Language Known : Telugu, English, Hindi and Kannada

Hobbies : Music, Watching Movie, Playing Chess.

Date:

Place:

R.P. Rama Mohan Reddy