



**Rupachandraiah
(BalajiRayalu)**

8/171(a), Upstairs, Kaikala Street, Kothapet, Srikalahasti – 517644, Andhra Pradesh

**“Panchajanyam” Puthenvallivayal, Edakkad – PO, Kunduparambha,
Calicut, Kerala - 673005**

Mob:+91-9095197089

E-Mail –balajiroyal@gmail.com

GENERAL MANAGER

20 + Years of Rich Cross Functional Experience In Hotel Operations Encompassing

Maximizing resources and improving bottom line through expert leadership in quality service, staff development, cost control, and visionary P&L management.

Senior operations and general management executive leveraging more than 20 + years of top-level Profit and Loss responsibility for multi-service hotels and resorts nationwide. Repeatedly hired and commended by owners for improving bottom-line margins while increasing quality and service in organizations ranging from 80 to 150 employees, and building strong teams and efficient systems to positively impact start-up businesses, growth, and downsizing objectives.

Providing effective solutions that produce immediate impact and contribute to long-term success.

CORE SKILLS AND KNOWLEDGE

OPERATIONS MANAGEMENT

Resort Management
Multi-site Operations
Hospitality Management
Food & Beverage Operations
SOP's

STAFF DEVELOPMENT

Recruiting/Hiring Talent
Optimization Training
Motivation/Empowerment

CUSTOMER SERVICE

Guest Satisfaction
Increased Occupancy
Customer Retention
Quality Assurance

P&L MANAGEMENT

Budget Management
Cost Controls
Sales & Marketing
Asset Management
Strategic Planning
Revenue Management

GENERAL MANAGEMENT EXPERIENCE

Current Organization

Concept Hospitality,

The Fern Residency - Kakinada.

Reporting to :- Group General Manager

Designation : General Manager Operations

4th Jan 2021 – Till The Date

Previous Organizations

Sangu Chakra Group Of Hotels.

Sangam Hotel - Thanjavur.

Reporting to :-Group General Manager

Designation : General Manager Operations

7th Jan 2019 to 26th June 2020.

White Castle Corporate Residences

“Managed by Autum Hotels India LLP”

Reporting to :- Property MD & Group Directors

Designation : General Manager

5th April 2017– 31st Dec 2018.

Casa Clarks Inn - Mysore

Clarks Inn Group Of Hotels

Reporting to :- Area Director

Designation : General Manager - Operations

12th May 2015 – 02nd April 2017

Sinclairs Retreat Ooty - 4* Hotel

Reporting to – Corp. GM

Designation – General Manager

(Sinclairs Hotels & Resorts)

3rd Dec 2012 – 10th May 2015

Confident Group (Confident Resorts Retreats (I) Pvt Ltd.), Mega Bangalore.

Reporting to – General Manager – Operations

Designation – Rooms Division Manager – Operations.

Confident Cascade

(Group Of Confident Resorts &Retreats)

10th January 2010 – 31st Mar 2011

Front Office Manager

Confident Amoon Glamour Resort + Spa (Group Of Confident Resorts &Retreats)

1st April 2011 – 30th Nov - 2012

Rooms Division Manager

St. Marks Hotel - Bangalore

October 17th 2004 to 9th January 2010

Front Office Supervisor

By Raheja Group Of Hotels

Fortune Hotel – Calicut

10th July 2001 To 16th October 2004

Guest Service Associate – Front Office

By ITC Welcome Group

Swarna Residency – Sri Kalahasti

1998 February to 2000 January

Guest Service Associate - Front Office

Core Competencies

Strategic Planning / New Set Ups / System Implementation

- ✓ Establishing new business and devising short and long term goals / strategies for business in line with organization objectives.
- ✓ Involved in formulation of budgets and ensuring adherence to planned expenses economically.
- ✓ Initiating various systems on process improvement and quality to enhance operational efficiency.

Business Development

- ✓ Conceptualizing and implementing strategic plans in tune with macro business plans, thereby achieving profitability.
- ✓ Projecting & improving company image through effective corporate public relations & promotion activities.
- ✓ Planning & implementation of infrastructure/facilities, renovation, development & expansion in hotels.
- ✓ Sustaining profitable operations through focus on budgeting, cost analysis & cost optimization.
- ✓ Generating MIS / reports facilitate future decision making by the management.

Operations Management

- ✓ Planning & implementation of infrastructure/facilities, renovation, development & expansion in hotels.
- ✓ Arranging for necessary infrastructure involving purchase of materials, managing large scale movement of stores & ensuring optimum inventory control. Effectively involving in Monthly Department wise inventory, P&L & GOP.
- ✓ Developing and negotiating with vendors, Managing contracts for obtaining timely procurement at favourable terms.
- ✓ Bepartinstaffrecruitment, department wise training, staff motivational activities, staff award set..

Sales & Marketing

- ✓ Daily basis in touch with all known corporate, with sales blitz introducing new corporate / new account, close relationship with travel Agents, Channel Management Team & Revenue Management Team, to boost the bookings, maximise the occupancy to reach the daily & monthly targets.
- ✓ **Key Account :** AstraZeneca, ResourcePro, PWC, ABB, Coca-Cola, Aster CMI Hospital, Decathlon, EFD Induction PVT Ltd, Mahindra Comviva Technologies, Gallagher Service Centre, Imperial Auto Industries, L&T Hydrocarbon Engineering Ltd, Manipal Global Education, SchwingStetter India Pvt Ltd, SEMILLAS FITO INDIA PVT LTD, SISCOL, TATA AIG, TATA Projects, TATA Sky, WILDLIFE CONVERSATION SOCIETY INDIA.
- ✓ Strong In Revenue & Reputation Management as will with the Management companies like REZNEXT, REVBOOST

Client Relationship Management

- ✓ Providing high quality services, resulting in customer delight and optimum resource utilization for maximum service quality.
- ✓ Ensuring maximum customer satisfaction by closely interacting with potential clients & understand their requirements and customizing the product and services accordingly.
- ✓ Strategizing policies & procedures in the operating systems to achieve greater customer delight.
- ✓ Reviewing & interpreting the market trends/client feedback to attune the business strategies as per the guest requirements & expectations.
- ✓

Achievements

- ✓ Guest comment in Suggestions Card - Nominated for **BEST EMPLOYEE** in the month of July 2006 at **St. Mark's Hotel, Bangalore**.
- ✓ Successfully handled one group a team of 18 members, for **TRAIN THE TRAINERS PROGRAM**, which was conducted by **St. Mark's Hotel** for the staff.
- ✓ Headed the 4 groups of **TRAIN THE TRAINERS** program at **St. Mark's Hotel**.

Computer And Software Proficiency

- ✓ Microsoft Office, Hotel Management Software (IDS, PRISAM, WIN HMS & PROLGIC)

Educational Qualification

- ✓ Graduate in Bachelors Of Commerce From Sri Venkateswara University, Sri Kalahasti, AP.
- ✓ Graduate in B.Sc Tourism & Hospitality Management From Madurai Kamaraj University.

Personal Vitae

| | | |
|----------------------|---|--|
| Date of Birth | : | 01/07/1979 |
| Marital Status | : | Married |
| Strengths | : | Enthusiastic, Hardworking, Leadership Qualities, Perseverance towards work |
| Passport No | : | J3288437 |
| Date of Issue | : | 29/09/2010 |
| Date of Expiry | : | 28/09/2020 |
| Place of Issue | : | Kozhikode |
| Skype | : | royal.balaji |
| Command on Languages | : | Telugu, Tamil, English, Hindi, Kannada & Malayalam |
| Mother Tongue | : | Telugu |