



Subodha Kumar Giri

Operations Manager



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Proposed an illustrated career of nearly 11 years in managing the entire gamut of operations inclusive of Dinning Services, Kitchen Services, Housekeeping Services and Guest commutation.

Insightful professional with notable success in planning and managing the entire range of operations including resource planning, material management, procurement & maintenance of inventory levels.

Expertise in monitoring job performance and reporting issues to management; ensured delivery of quality services to the clients with adherence to the procedures and safety guidelines.

Customer Centric Professional; successfully addressed and resolved guest complaints about service and equipment which resulted in achievement of guest satisfaction matrices.

Administered vendor management activities; coordinated with Suppliers to ensure on time delivery of supplies for smooth running of operations.

Impressive success in conceptualizing, formulating and controlling the budgets for meeting the business objectives.

Excellence in adopting stringent quality measures including preparation / maintenance of necessary MIS reports to ensure compliance with organizational objectives & standards; resourceful in resolving administrative issues, adhering to statutory compliances, spearheading process improvement initiatives and developing safety procedure.

Proficient in leading diverse teams including Recruitment, Training, Motivation and Job Engagement.



Skills

Hotel Operations	Excellent
Documentation and control	Excellent
Policy and procedure modification	Excellent
Proficient in [Software]	Excellent
Staff Management	Excellent
Relationship building	Excellent

Payroll and budgeting	Excellent
Account Reconciliation	Excellent
Hotel information	Excellent
Issue handling	Excellent
Workflow planning	Excellent
Bookkeeping	Excellent



Work History

2020-12 - Current

- Operations Manager

Treehouse Chail Villa, Shimla, Himachal Pradesh

- Work in conjunction with the General Manager to actively manage key property issues (including capital projects; customer service; refurbishment).
- Complete all payroll related functions within Workday and the Career Tracking System, checking employee swipes, and issuing payment for upsell commissions.
- Oversee Assistant Front Desk Managers.
- Assists with managing the delivery and measurement of guest service within assigned department(s) consistent with the company's core service standards and brand attributes.
- Work with the Training department to ensure all service and regulatory related courses are completed in Insider Education and that all staff are fully compliant.
- Assist hotel managers and cruise specialists with shipboard sales.
- Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Responsible for selection, training, supervision and success of all service employees including, Supervisors and Leads, Servers, Bussers, Food Runners, Bartenders and Hosts/Hostesses.
- Overall financial performance including revenues, labor and expense for all front-of-house Restaurant operations. Also assist with overall Food & Beverage financial success including adherence to purchasing standards.
- Develop and implement beverage menus. Create promotions, special offerings, event opportunities to drive bar and restaurant business
- Assist with managing the delivery and measurement of guest service within assigned department(s) consistent with the company's core service standards and brand attributes

- Operations Manager

2015-01 - 2020-02

Siesta Hospitality Services LTD, Gurugram, 122016

Growth Path: Joined as Assistant Customer Service Manager (2015), later got promoted to Manager (2018).

Directing end-to-end Operations inclusive of managing all the departments of the assigned region.

Recruiting new employees and training them for the operations jobs, current status of hotel industries and industries technical knowledge to enhance the skillset of the staff.

Taking adequate measures for maintaining balance between the available funds and the requirement and meeting present revenue & profitability norms. Showcasing excellence in developing and formulating budgets and ensuring control of budgets to manage the operations as per organizational needs & parameters.

Identifying and developing potential vendors for the right sourcing, achieving cost effective purchases of materials.

Assuring maximum guest/customer satisfaction by closely interacting with them to understand the requirements & customizing services to their needs; scrutinizing and maintaining the Guest Satisfaction Score.

Acting as a training specialist; imparting knowledge to the staff by conducting multiple training sessions on Dinning Services, Kitchen Services, Housekeeping Services and Guest commutation.

Establishing standard operating procedures for cleaning & developing new procedures to increase efficiency of staff.

Supervising wide variety of activities inclusive of performing audits, preparing duty rosters and supervising the discipline and conduct of the staff.

Facilitating proper communication within the department by conducting regular meetings with the staff.

Coordinating and collaborating with other managers to ensure proper functioning of the operations.

Counseling and motivating employees on various duties.

Checking the reports, files, registers maintained in the department.

Resident Manager

Cambay Hotels And Resorts, Ahmedabad, Gujarat

Growth Path: Joined as Assistant Front Office Manager (2013) later got promoted to Resident Manager (2014)

Deputations:

Aug'12 – Aug'13 Hotel Cambay Grand, Ahmedabad

Sep'13 – Dec'14 Hotel Cambay Sapphire, Ahmedabad

Front Office Manager

Velvet Apple Hotel, G K 1, Delhi

Handling Overall Front Office Department.

Duty Manager

Tivoli Garden Hotel, Chattarpur, Delhi

Growth Path: Joined as Front Office Executive (2009) later got promoted to Duty Manager (2010).

2012-08 - 2014-12

2011-04 - 2012-07

2009-09 - 2011-04

2009-01 - 2009-09

Front Office Assistant

Hotel Courtyard Residency, Gurugram, Haryana

Description Front Office associates are responsible for the guest registration process and communication of hotel services and promotions. This highly visible role gives opportunity for casual conversation and has a direct impact on creating the guest experience.

2008-06 - 2008-11

HOT

Kesarval Garden Retreat, Goa, Goa

Hotel Operations Trainee.



Education

2006-07 - 2009-06

GED

Durgapur Society of Professional Studies - Durgapur

Diploma in Hotel Management, Catering Technology and Applied Nutrition

from Durgapur Society of Professional Studies, West Bengal in 2009

2003-07 - 2006-06

Associate of Arts: BA

S R College - Odisha

BA from SR. College Baliapal, FM University in 2006.

High School Diploma

London Institute - Kolkata

Certified by City and Guilds of London Institute – Diploma in Reception Operations and Services.



Languages

English



Hindi



Odiya



French

2009-06



Certifications

Hotel Management

2008-12

City And Guilds

2007-12

Industrial Training



Playing Cricket

I like to play Cricket.