



# YATTENDRA NAG

## SENIOR MANAGEMENT POSITION

### CONTACT

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### CERTIFICATIONS

- ❖ Ram Baugh Palace ( A Taj Hotels & Palace), Jaipur, Rajasthan (2002 ). Personal Attributes:
- ❖ Excellent verbal and written communication skills, adapt well to any work environment. Motivated, good time management skills, good team player/self-starter.

### TECHNICAL SKILLS

- ❖ Windows 98/2000
- ❖ XP
- ❖ Vista
- ❖ MS-office 2007
- ❖ ARMS
- ❖ AMADEUS
- ❖ (Airline Software's) Dytel
- ❖ IDS
- ❖ Showman. (Software's used in hotels )

### PROFESSIONAL BRIEF

Overall, 16 years of rich and qualitative experience in Operations, Administration, Guest Relationship Management in the hotel Industry.

Qualified with a Four-Year Degree in Hotel Management from University of Pune (Bharti Vidyapeeth) & PG in Business from University of Wales, UK (Full time) specializing in Marketing.

Worked as General Manager and as Resort manager with many reputed hotels and boutique resorts.

Worked as consultant in Maharashtra Police Academy as a Soft skills trainer. Proficient in managing hotel operations, planning, banqueting services and guest relations.

A creative & open-minded person with the ability to follow instructions and willingness to learn Innovative methods to delight guests.

Expertise in providing best services to guests by listening to their problems, analyzing their issues and giving best possible solutions.

Successful in building relations with upper-level decision makers; resolving critical problem areas and delivering on client commitments.

Excellent communication & interpersonal skills with ability to work in multi-cultural environment, comprising of different nationalities

Planning and adhering to the financial budgets deciding CAPEX and OPEX with monthly and Quarterly targets to be achieved.

Generating daily sales report and sending emails on the requirements regarding day-to-day operations of the hotel or supplies needed in the kitchen, F & B, Banquets or guest rooms.

### EXPERIENCE

#### GP farms and resorts, Nasik

Dec. 20 till date

##### **Resident General Manager.**

- ❖ Strategy and Development
- ❖ Contribute to the creation and implementation of best practices in logistics. Vision, strategy, policies, processes, and procedures to aid and improve operational performance General and Task Management
- ❖ Plan, manage and evaluate hotel operations liaising with internal stakeholders and suppliers.
- ❖ Deliver solutions to F&B, Front office housekeeping problems while maintaining high levels of quality and service within budgetary requirements
- ❖ Monitor quality, quantity, delivery times (Inward and Outward) in kitchen ( FIFO and LIFO)
- ❖ Recommend optimal strategies for various clienteles.
- ❖ Monitor service against performance criteria
- ❖ Ensure compliance with company policies or procedures for guest satisfaction.

## PERSONAL DETAILS

**Fathers Name:** Late. Ajeet Sahai Nag.

**Mothers Name:** Dr. Madhu Ajeet Nag.

**Marital status:** Single.

**Date of Birth:** 20th August 1980.

**Address:** Karmaa Residency, Flat no : A- 102, Off-

Mumbai-Agra Highway, Behind Hotel Seven

Heaven, Rane Nagar, Nasik -422009

Maharashtra, India.

**Hobbies:** Listening to Music. Playing long tennis and Exercise

- ❖ Assess and make recommendations for processes to attain efficiency
- ❖ Keep track of slow-moving stock
- ❖ Identify savings by removing waste or unnecessary steps in the process
- ❖ Interpret trends analyze and review data. Provide meaningful data in the organization for better client service and cost improvements
- ❖ Ensure IT systems in place are effective, maintained and accurate
- ❖ Ensure metrics, reports, and process documentation is available People Management.
- ❖ Manage, coach and develop a high performing team that meets agreed objectives and delivers best practice results, added value and continuous improvements
- ❖ Set departmental objectives/KPIs and review and assess ongoing performance of direct reports
- ❖ Ensure that all functions under supervision operate in accordance with health, safety and environmental policies and procedures to ensure the safety and wellbeing of staff and visitors Financial Budget and Control
- ❖ Develop and maintain strong relationships with all connected Travel Agents and local subsidiaries.
- ❖ Ensure the quality of services given by the hotel is at par with the other hotels.
- ❖ Provide appropriate, cost-effective, high-quality solutions.

### Hotel consultant

June 2019 to April 2020

- ❖ Assisted in designing financial projections, sales management, Management action plans, SOP's.
- ❖ Recruited, hired and managed preopening team
- ❖ Reamained a liaison between the property head, franchise representatives and corporate office
- ❖ Worked with all staff in consulting including, but not limited to, legal advisors, CA and CS of the company.
- ❖ Teamed with the Director operations, Owner during the renovation process.
- ❖ Compiled to the time line set by client for work.
- ❖ Helped in the initial running and launch of the property.
- ❖ Vendor finalisation and negotiated for AMC.

### Jakson Inns

A Unit of Ascot Infrastructure at Phaltan (Maharashtra)

February'18 till May'19

#### General Manager

- ❖ Jakson group entered in to hospitality business with this hotel in the year 2014. It is India's first LEED PLATINUM certified hotel by the Indian Green Building Council (IGBC) the only hotel to have this certification in its segment. Also awarded with the Green hotel for the year 2018 by FHRAI. The property is 80 rooms property with 75 deluxe rooms and 04 Suites ,01 ADA Suite it's spread in 06 acres of land with its own organic farm, Mango orchid, Coconut and Banana trees adding to the feeling of being close to the nature.
- ❖ Managing the complete property as an institution not a hotel.
- ❖ Need to see that the property is complying with the standards laid by the IGBC.
- ❖ Strict monitoring of the financial budgets. Especially on the cash flow statement.
- ❖ Expenses and R&M costs to be planned as per the monthly/quarterly/ yearly/ budget.
- ❖ Need to keep a strong follow up on HR costs, Food costs and Beverage costs.
- ❖ Monitor if the employees and HOD are performing as per the SOP's laid down by the company.
- ❖ Maintain guest interaction time to time.
- ❖ Monitor HLP costs and to control them.
- ❖ Monthly MIS have to be seen it is prepared and presented by the respective HOD's.
- ❖ CSR .As an institution we are taking initiatives to build the school nearby and to go to school twice in a month to teach them.

### Zara's Resort

A unit of Alliance group of industries at Khandala

February'15 till February'18

#### General Manager

- ❖ Managing the room inventory of 50 rooms.

- ❖ Managing the complete Resort operations and meet the guest needs.
- ❖ Since the property was taken over recently. Proposed phases in which the property could be uplifted.
- ❖ Responsible for the timely maintenance of the property & cleanliness of Swimming pool, PA.
- ❖ Monitoring operations of departments like Front Desk, Housekeeping, F & B service and Food Production.
- ❖ Preparing SOPs for various departments and checking if the same is being followed.
- ❖ Training staff to meet service standards of the resort and give the best to the guest.
- ❖ Following up with the stores department to see if the procurement and consumption is proportionate to the income earned.
- ❖ Seeing that the property is meeting all statutory compliance. Like Environmental and Licenses.
- ❖ Overlooking ordering for stores material and ordering as per the kitchen requirements.
- ❖ Monitoring the procurement and Issuing procedure of stores department.
- ❖ Introducing new ideas which help improve guest satisfaction.
- ❖ Managing the catering/kitchen team and deciding the menu as per occasions or events.

#### **Kambala Hospitality Pvt Ltd. Nasik**

October 2013 to January 2015

##### **General Manager**

- ❖ To run the place as a Profit center, head.
- ❖ Handle all statutory bodies & Licensing authorities.
- ❖ In operations to see whether the ARM's and the team are following the SOP's laid down by the organization
- ❖ Keep a close watch on ordering by Chef ,ARM & Storekeeper
- ❖ store reduced to dis-courage the system of over stocking or Dead stock Responsible for all Marketing activities
- ❖ All food menus to be scanned and customized as per the outlet Keep track of wastage
- ❖ Reporting directly to the CEO & CFO. Managing a staff of 50 & 02 ARM

#### **Maharashtra Police Academy**

June 2014 to Jan 2015

##### **Consultant for food Quality and Public Speaking.**

- ❖ Conduct food quality audits and look how to improvise the food served.
- ❖ As 1500 cadets need to be served at one time without any shortages or too much wastage. The cooking time had to be accounted and then further any suggestions had to be presented.
- ❖ Method of cooking was an important factor which had to be taken in to account.
- ❖ Place of cooking was also being audited and altered.
- ❖ Food purchase and issue system was checked for any problems.
- ❖ Regularly held guest lectures on communication and how to have group discussions.
- ❖ As I was designated as the Personality development trainer for DYSP's .
- ❖ Also orchestrated rehearsals for VVIP visits of CM and IG. Although I wasn't present at the time of visit.
- ❖ It did help in understanding the schedule of cadets and planning the menu accordingly once approved by the in-house dietitian.

#### **Tuli Group of Hotels & Resorts, Tuli Tiger Corridor, Nagpur (Pench)**

March 2013 to September 2013

##### **Resort Manager**

##### **Operations Management**

- ❖ Spearheading the entire gamut of pre-operational stage, the entire operations of the unit. Formulating standard operating procedures in coordination with Departmental HODs and ensuring that
- ❖ the entire team follows the same to maintain profitability of the organization.
- ❖ Planning and organizing business promotional programs, events, activities and maintaining sound media relations. Handling duties within kitchen area in accordance with health, hygiene and safety regulations.

- ❖ Leading surveys to purchase from new markets for procurement of raw material with assistance from the purchase manager and accounts manager.
- ❖ Ensuring the supplies needed in kitchen and other requirements related to daily operations.
- ❖ Everyday routine inspections to ensure high standard cleanliness in F&B, guest rooms including VIP rooms & Banquets.

#### **Resource Management**

- ❖ Maintaining service standards by effective recruitment, training and organization of service
- ❖ staff. Handling several Training projects to make the team members adapt with modern processing skills.
- ❖ Reviewing monthly expense report and identifying cost saving opportunities to improve economics through process re-engineering.

#### **Client Servicing**

- ❖ Tracking guest satisfaction index for rooms, restaurants, banquets and other functional areas, communicating with the guests through e-mails and letters after reviewing comments card.
- ❖ Handling guest complaints/ emergencies and implementing strict quality check and benchmarking methodologies
- ❖ Ensuring customer satisfaction by achieving delivery of service quality norms. Executing policies & procedures in the operating systems to achieve greater customer delight and interacting with clients, handling guests' requests & resolving their complaints.

#### **Significant Highlights**

- ❖ Handled recruitment; supervised staff & oversaw induction and training process as per company standards.
- ❖ Monitored requirement of Health and Safety standards post analysis of work; developed, implemented and evaluated policies & procedures for the operation of the department.
- ❖ Sent monthly closing reports of liquor, crockery & cutlery.
- ❖ Organized event management in order to deliver productive; conducted meetings/conferences in the banquet of the restaurant as well as reviewed Guest feedbacks on daily basis and executed the same so as to improve guest service.
- ❖ Maintained a log book for every shift and requisite persons to undertake hand over in every department.
- ❖ Reduced verbal communications. Successfully introduced system of IOC (Inter office communication).
- ❖ Developed better understanding amongst the staff resulting in their personal growth and helped them achieving more satisfied guests.
- ❖ Implemented different offers according to each day of the week. Prepared a chart to use electricity for cost savings as well as undertook monthly check-ups of all electric devices.
- ❖ Manage the complete Resort and initiate all liaising related to statutory bodies

#### **Suwasan hotels private ltd.**

Mainland China, Speciality Restaurants Limited, Nasik India

Nov'10 – March'13

#### **Unit Head**

- ❖ Monitoring that required Health and Safety standards are observed at work.
- ❖ Responsible for the event management in order to deliver productive and successful meetings/conferences held in the banquet of the restaurant.
- ❖ Reviewing Guest feedbacks on daily basis and implementing them so as to improvise service.
- ❖ Develop, implement and evaluate policies and procedures for the operation of the department or establishment.
- ❖ Responsible to handle the staff & work in close co-ordination with the chef & Unit incharge.
- ❖ Sending Monthly closing reports of liquor & crockery, cutlery.
- ❖

### **Manas Hospitality Private limited**

#### **Operations Manager**

May'05 to September'08

- ❖ Manas Lifestyle resort is located 120 Kms from Mumbai at Igatpuri on Mumbai- Nasik Highway. This island consisting of over 100 acres is absolutely lush green with more than 5, 00, 00,000 ornamentals on various levels. The Resort's well-planned facilities with its amenities merge so well with the surrounding nature, just looks like "one". Manas have become the oasis of modern-day comfort and beauty combining the amenities of a luxury and a business hotel.
- ❖ Develop, implement and evaluate policies and procedures for the operation of the department or establishment.
- ❖ Prepare budgets and monitor revenues and expenses.
- ❖ Participate in the development of pricing and promotional strategies.
- ❖ Negotiate with suppliers for the provision of materials and supplies.
- ❖ Negotiate with clients for the use of facilities for conventions, banquets, receptions and other functions.
- ❖ Recruit and supervise staff, oversee training and set work schedules.
- ❖ Resolve customer complaints.
- ❖ Monitoring financial performances against targets and maximizing profitability.
- ❖ Head operations of Resort in absence of Resort Manager.
- ❖ Operations head of Four Pubs and a fine Dine restaurant of the same chain in Mumbai.
- ❖ Monitoring that Safety and Hygiene is maintained and observed at work.

### **IMAX ADLAB Multiplex, Nasik/ Mumbai (India)**

Mar'04- July'05

#### **Food & Beverage Executive (trainee)**

- ❖ To manage food and beverage in multiplex and maintaining portion control wherever necessary responsibilities include supervision of overall operations.
- ❖ Extensively involved in to film marketing.
- ❖ Brand promotion and development.
- ❖ Outdoor and Indoor promotions.
- ❖ Interacting with customers to know about their food choices.
- ❖ Accomplishing Monthly, Quarterly & Annual Food and Beverage sales targets.
- ❖ In charge F & B sales and Marketing which mainly included setting up a launch, Theme or Premier of films at multiplex mainly event management activities.
- ❖ To organize time-to-time conferences as pre-determined by the company and emergency meets.

## **DECLARATION**

I hereby declare that all the information mentioned above is true to the best of my knowledge.

**YATTENDRA NAG**