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FALCON ID # 37371

Hospitality / Restaurant Operation Manager

Residential Country : India Nationality : India  
Resume Title : Manager Operations Notice Period : 1 Days

## EDUCATION

Qualification	Institute / College /University	Year	Country
B.a	Punjab University	2008	India

## CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Manager Operations	Reputed Company	India	01/2013	/
Party & Event Organizer	Discotheques & Lounge Bar	India	03/2010	01/2013

## ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
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Current Salary (Monthly In Usd): Not Mention Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

## KEY COMPETENCIES AND SKILLS

Hotel Management

- Driving and tracking the Hotels Reservations up selling program.
- Responding quickly to any changing market conditions.

- Creating a positive working environment for hotel staff.
- Taking prompt, decisive and corrective action to rectify hotel or staff shortcomings.
- Achieving guest satisfaction goals.
- Creating a cross-trained and motivated employee workforce capable of meeting the highest standards.
- Financially astute with the ability to control budgets, stocks and P&L.
- Making sure all hotel fixtures and fittings are in a safe condition to be used.

#### Professional

- Aptitude in financial management, financial reports and analysis.
- Ability to spot issues and opportunities before others.
- Extensive knowledge of cask ales, wines and freshly prepared food.
- Active team member with self-drive and motivation.
- Possessing knowledge of all relevant software & hotel management IT systems.

#### Personal

- Acting with the highest ethical standards, and always treating others fairly & with respect.
- A creative & innovative thinker.
- Having a practical approach to problem solving.
- Willing to be accountable, liable, & answerable for actions & decisions.
- A hands on manager able to lead by example.

#### Additional Information :

##### Duties

- Using hotel resources to maximize guests' satisfaction & optimize revenues.
- Representing the hotel in the market place and develop relationships with key accounts.
- Analysing statistical information and drawing conclusions from it.
- Developing and implementing staff training programs.
- Ensuring the accurate and timely submission of payroll data to the management.
- Continuously developing the hotel's brand.
- Attending tourism trade fairs and exhibitions.

- Providing the hotel owners with regular reports on the hotels operating objectives and fiscal performance.
- Aggressively managing all the independent revenue and expense areas to ensure profitability.
- Conduct disciplinary actions against staff, including terminations.
- Accurately forecasting revenues/expenses.