



## RAJHANS KANTILAL GUPTA

**Contact No:- India:** +91 9820689297 / +91 8928455638

**E-Mail:** [rajhansg333@yahoo.com](mailto:rajhansg333@yahoo.com) , [rajhansg3333@gmail.com](mailto:rajhansg3333@gmail.com)

### Resort General Manager

With **nearly 24+ years** of experience and knowledge in Hospitality Industry across;

- |                             |                         |                              |
|-----------------------------|-------------------------|------------------------------|
| * Food Production           | * Restaurant Operations | * Food & Beverage Operations |
| * Quality Compliance        | * Business Development  | * Catering                   |
| * Cost Control & Budgeting  | * HACCP Standards       | * Supply Chain Management    |
| * Menu Planning & Designing | * Client Servicing      | * People Management          |

**Expertise into Sales hospitality operations, catering, administration and facilities management for key clients across various nationalities.** Adept at planning, supervising and managing the F&B Operations along with room and MICE including procurement and maintenance of inventory levels for smooth functioning of operations. Experience in developing service standards and operational policies, with a good track record of planning & implementing effective control measures to reduce running costs of the unit. Capability of delivering value-added customer service and achieving customer satisfaction by providing customised products as per requirements. Extensive knowledge of budgeting, procurement, inventory maintenance, menus & prices, understanding of hygiene & health, safety regulations, developments in food nutrition & methods.

A keen planner & strategist with track record of achieving revenue, profit & business growth objectives within start-up and highly competitive, rapid change environments. Keeping abreast of trends and developments in the industry such as menu, trends in consumer tastes and management issues. Well versed with **HACCP standards and Food Hygiene Compliance**. Excellent communication, liaison skills; ability to work in multi cultural environment.

### CORE COMPETENCIES

#### Key Responsibilities:

- **Operations Management:** Oversee all departments, including rooms, food and beverage, housekeeping, maintenance, and security.

- **Financial Management:** Manage the hotel's budget, forecast revenue and expenses, and analyze financial performance.
- **Sales and Marketing:** Lead sales and marketing initiatives to drive revenue growth.
- **Guest Relations:** Ensure high standards of service and address guest complaints.
- **Staff Management:** Recruit, train, and supervise staff, including department heads.
- **Strategic Planning:** Develop and implement strategic goals for the hotel.
- **Compliance:** Ensure adherence to licensing laws, health and safety regulations, and other statutory requirements.

#### Additional Responsibilities:

- Train and develop staff to achieve their career goals.
- Promote the hotel to its target market.
- Address guest complaints and booking/billing issues.
- Manage budgets, set sales targets, and forecast income.
- Oversee fire safety, building security, and site maintenance.
- Manage corporate bookings and events.
- Ensure events and conferences run smoothly.
- Supervise maintenance, supplies, renovations, and furnishings.
- Meet and greet customers.

**May'2019 to Till Date:- Narayani Heights Hotel at Gandhinagar along with Neonz Club & Resort at Anand as General Manager Sales / Operation – Ahmedabad - Gujarat.**

**May'2016 to Mar'2019: Abdullah Al-Barrak & Sons Saudi Arabia” as “Facility & Head of Operations” Catering Operation and Sales.**

**Jan'2011 to Mar'2016: Hotel "Inter Continental at Marine Drive Mumbai & Kuwait Salmiya as " Executive Manager MICE**

**Jan'2005 to Dec'2010: Group Hotel Yogi Midtown as General Manager Rooms, Banquet & Catering Sales, Mumbai.**

**Mar'2000 to Dec'2005: Taj President Cuffe Parade Mumbai as Banquet & Catering Sales Executive and Coordinator.**

#### **PROFESSIONAL COURSE**

1998-2000 **Diploma into Hotel and Institutional Management YMCA**

#### **ACADEMIA**

1997-2000 **Graduation** **Mumbai** -  
**University**(Comm)(Correspondence)

1995-1997 **HSE Mumbai University**(10 + 2)

1994-1995 **SSC Mumbai University**(10th Class)

#### **OTHER QUALIFICATION**

1995-1997 Computer Course -"**Pragati Institute of Computers, Mumbai**

#### **PERSONAL DOSSIER**

Date of Birth : 29<sup>th</sup> June 1980

Passport Expiry : Jan' 2029

Address 01 : Thane, Maharashtra - 400008

Address 02. : Ahmedabad Gujarat - 382418

Hobbies. : Football, Billiard, Chess.

Thanking you.

Rajhans Gupta.