

My name is Piyush and **I believe that we are all made of something - People, places & passion help shape us into who we are and where we are from defines us.**

I was born and brought up in a small town called Ajmer in Rajasthan, where I spent my early years and completed by basic education from a catholic school - Saint Anslems. I also completed my graduation BCom at Ajmer before moving to Mangalore where I finished my Hotel School - graduated BHM, Class of 1992 from Srinivas College Mangalore, Karnataka.

Married for 17 plus years, my better half is Ankur who is in the field of education; teaches mathematics to secondary kids; but currently she's on a sabbatical looking after our son Prattyush, who is now thirteen and half-way into the eighth standard. Birthed from working-class disciplined parents; my father was an insurance person; retired as Divisional Manager with LIC Housing Finance & my Mom was in Education; again retired as Principal of Government School. I was handed over the roots of hard-work and honesty and education which has enabled me to gain wings and be what I have become an AuFait Hotelier and a Hotel Management Generalist. Professionally and as a career Hospitality keeps me inspired to live the biggest of the trophies that life has to offer. I have been shaped by hospitality industry, the various brands that I have worked, associated & learned from; Oberio's, Hyatt, Surya, JP, IHG, Competent Hotels and now The LaLit Suri Hospitality Group

I am a hotel operator and I have been heading and running hotels as a leader for almost eleven plus years now since July 2007 and I love running great hotels guests love, building amazing teams and pushing the envelope. Strongly believe passion creates change. I am inspired by dreams & made by determination and my experience spans two plus decades and my skill-set and experience diversifies into accommodation management, food & beverage operations, sales & marketing, food retailing and revenue management. Most recently I gained an experience of opening & helping in constructing a hi-end and the first JW Marriott Resort in India (JW Marriott Walnut Grove Resort & Spa Mussoorie) 115 Keys spread over 32 acres. My Leadership Style is consultative and participative management, with a mix of Emotional Intelligence (EQ) and Intelligence Quotient (IQ). I'm driven by doing, leading, loving & learning. As a hotel operator, my guidepost is the Wagon Wheel Approach with four quadrants of business - People, Guests, Financial Returns & Responsible Business

Quadrant 1 **People** • Hiring Right • Passion for Job • Create right work environment  
• Empowering People • Develop Skills  
Quadrant 2 **Managing Guest Experience**  
• Maintain and Run a G8 Hotel • Deliver Genuine, Passionate & Proactive Service  
Quadrant 3 **Managing Profitability & Growth** • Hit Revenue Targets & Beat the Competition • Hit Profit Targets & Operate efficiently  
Quadrant 4 **Responsible Business** • Supporting the Community • Reduce Impact on Environment • Managing Risk • Running a safe hotel for both Guests and Colleagues

**Current Assignment - since May-2017, heading Radisson Blu Udaipur Palace Resort & Spa 245 Keys as a General Manager with RHG Radisson Hotel Group, estate part of Rockwood Hotels Pvt Ltd Udaipur.**

**Jaipur Assignment- January-2014 to May-2017** General Manager at **The LaLit Jaipur** 268 Keys with The LaLit Suri Hospitality Group, an enterprise of Bharat Hotels Limited New Delhi

**Mussoorie Assignment - January 2013 to January 2014 GM Hotel Project (& Pre Opening GM** from for an upcoming five-star Hotel at Mussoorie with Competent Group of Companies. 35 Acres, Five Star Luxury Resort, with **115 Keys**, situated on Kempty Fall Road, 6.5 Kilometers from Mussoorie Mall Road - Library End. First super luxury five star resort of Utrakhand, India, now JW Marriott Mussoorie Walnut Grove Resort & Spa, slated to open doors by September - 2014

**Manali Engagement - July 2007 to May 2012 General Manager Holiday Inn Manali** InterContinental Hotel Group SWA IHG Directed and managed the **60 Keys**, 20 acres super luxury five star resort property, Holiday Inn Manali, Franchised by Competent Hotels Pvt Ltd franchised under InterContinental Hotel Group IHG

As General Manager, I directed the overall operation of the hotel to maximize performance, leveraged competencies to drive growth, improved market positioning and strengthened bottom-line performance by identifying business opportunities and reduced costs. Was also responsible for new land acquisition where our group is developing an additional 35 pool-cottages, & spa with an estimated project cost of 35 cores; now 60% completed, the project is due to be integrated with the existing unit in early 2013. Created a positive and productive work environment and ensured superior guest service and compliance with quality and operational standards. Developed financial, operational and business plans in line with the overall objectives of the hotel; developed and implemented marketing plans to maximize revenue generation; optimized food & beverage revenues; established and maintained a proactive human resources function; fostered and developed a positive work environment for all my team of employees; and last but not the least championed the brand at all times to ensure that product quality and service standards are met in all areas of the hotel. Exceeded hotel goals and objectives in the following key operational areas: Guest satisfaction tracking system GSTS, guest satisfaction index GSS, quality evaluation index QES, conditions & services, budgeted GOP and revenues, expense budget implementation, procedural enhancements, operational effectiveness and change implementation. Designed innovative strategies for accelerated organizational growth and successfully looked for ways to improve and promote quality; demonstrated accuracy and thoroughness with ability to prioritize and plan work activities. I have thus actively guided-directed the whole team to ensure consistency of brand standards & a high level of performance and service delivery. The heart of my performance has always been my team & my people; it is they who bring brands to life for our guests - I believe in creating an environment & culture where teams can give their best in everyday behaviors and make a difference to compliment the four quadrants in our hospitality business, People, Guests, Financial returns (Growing revenues & operating efficiently) and Responsible business.

**Director of Sales-Marketing DOSM Wellworth Hotels, Lodges & Resorts**  
Dar es Salaam, Tanzania from **April 2007 to May 2007**

Had a brief international stint as Director of Sales and Marketing on corporate level with Wellworth Hotels, Lodges & Resorts and was responsible for five profit centers namely; Kunduchi Beach Hotel and Resort, 168 keys hotel built in a stunning Afro-Arabic design, about 23 kilometers from downtown Dar es Salaam on the pristine beach of Mtongani, 98 keys Kunduchi Apartments and Suites, Kunduchi Water Park Limited, 110 keys Zanzibar Beach Hotel and Overland Africa. All these units are situated in Dar es Salaam & Zanzibar in Tanzania and are under Wellworth Hotels, Lodges & Resorts banner.

**Sales and Marketing Manager- The Golkonda Lifestyle Hotels, Resorts & Spa,**  
Hyderabad from **October 2005 to March 2007**

Core Competencies & Successes in Key Areas as Corporate Sales & Marketing Manager  
Responsible for two profit centers with a total room inventory of 194 keys, large conferencing, banqueting & wide arena of high-end food and beverage operations: The Golkonda Hyderabad, 150 Keys Lifestyle Hotel and Golkonda Resort and Spa, 44 Cottages and Suites. Spearheaded sales & marketing, brand building, repositioning & rebranding, account development & acquisitions, market source target segmentation analysis, market penetration & contract negotiations, sales team training & supervision, competitive sales analysis, MIS & sales presentations, public relations & speaking, backward integration with support departments, team building & leadership, budget management & financial reporting. Exceptional communicator with a consultative sales style, strong negotiating skills, exceptional problem solving aptitude and a keen client need assessment aptitude. I was equally effective at identifying business opportunities, developing focus and providing brand building, repositioning and rebranding solutions. I joined The Golkonda Hyderabad when the hotel was at a threshold of transition from a three-star budget hotel to five-star life-style hotel. Have helped launch its business growth and development to achieve high end market positioning, advertising and media planning for a brand new 24/7 multi-cuisine restaurant called Mélange. Strategy for re-launching The Golkonda Hyderabad and building brand recall and consciousness in the local Hyderabad market and also in the business source areas of Delhi and Gurgaon, Mumbai, Bangalore, Chennai and Calcutta. Have augmented trade confidence and market perception for the hotel by showcasing newly renovated product, and upgraded service standards to the corporate segment. Spearheaded the sales and marketing plan for The Golkonda, Hyderabad, vis-a-vis... Executive summary, market overview & analysis, key projects in Hyderabad, re-positioning statement, and product features, unique selling proposals, property specific SWOT analysis, competition analysis, market mix and business source productivity, marketing strategies & target market segment, pricing policy and advertising-marketing plan.

**Area Manager or Area Coach Pizza Hut YUM Restaurants**

For Devyani International Pvt. Ltd from **August 2004 to September 2005**

Core Competencies, Successes in Key Areas as Area Manager Pizza Hut YUM Restaurants: Restaurant Operations, Food Retailing Management, Ordering & Logistics, Training & Internal Customer Relationship, Local Store Sales & Marketing, Team Hiring & Property Maintenance, Retention & Development. Restaurant Operations & Food Retailing Management: Managed and developed operations and products in a multi operations environment for Pizza Hut at Jaipur Stores. Proven managerial skills of planning, organizing, directing, staffing and controlling of a restaurant right from setting up to operating it successfully. Continuous improvement in customer satisfaction has always been ongoing and has thus brought about customer delight at my Jaipur stores. Maintaining & delivering effective monthly MIS and P&L Statements, maintaining highest standards of product quality, service and hygiene standards. Provided focused leadership by establishing strong trust, maintained clear channels of communication, positively influencing attitudes and actions, directing and developing staff. Comprehensive skills in managing operating cost to add to the bottom line of the organization. Ordering and Logistics: Developed inventory-management systems, indenting & requisition which increased store's average per check consumption to help build sales. Also established efficient supply chain management, space management, identified & implemented cost cutting practices. Training & Internal Customer Relationship: Strong people management, training and coaching Skills with proficiency at grasping new technical concepts quickly & utilize the same in a productive manner. Assessed the training-needs of the team members at all levels and devising and implementing training plans accordingly. Handled performance discrepancies with counseling skills and always exhibited high level of commitment, passion for excellence and advocated internal & external customer relationship. Property Maintenance: Developed, implemented preventive maintenance and annual maintenance calendars, ensuring the AMCs and PMCs are well within the budgeted figures as passed over by the engineering HOD at the restaurant control center at Okhla, coordinating and supervision of all the maintenance and repair works at the store level at Jaipur. Started equipment history sheets for my stores & thus helped in the engineering financial implications. Local Store Sales and Marketing LSM: Adhering to the budgeted revenues and all-out effort in maximizing revenues and bottom lines of the organization by localized promotions & alliances, unit wise business plans, goals, objectives and actions and coordinating market research for further business improvement. Advertised in the local trading-zones, planned and executed sales building & marketing activities including local store marketing and maintaining effective public relations with local authorities. Team Hiring, Retention and Development: Making management schedules as well as approving all staffing in all the stores under my preview and overseeing the processing and approval of payroll and other HR related matters and adhered to statutory compliances, motivated the teams through various activities; employee opinion surveys, appraisals & identification right candidates for further growth & development.

### **Front Office Manager - The Golkonda Hyderabad from July 2001 to July 2004**

#### Core Competencies and Successes in Key Areas as Front Office Manager

**Customer Service Management:** Strategized companies first guest history data-base and increased the 'Customer Delight Factor' and 'Customer Feel Good Factor' by analyzing guest specific needs and making all team members down the line to understand that in hospitality industry, the buzz word today has moved one step ahead from being proactive to bringing customer delight. Leveraged professionalism & integrity among team members and got them to understand the milestone of customer delight and customer care and helped improve the property's averages on guest satisfaction and thus evolved signature hospitality experience. Building on Customer Relationships through loyalty based programs leading to a high level of customer engagement.

**Administration and Business Development:** Experienced in strategic planning, operations management, regulatory compliance and focused business development effort. Track record of improving sales thru team centered management, staff development and effective communication skills. Analyzed city specific competitive landscape and identified opportunity areas viz-a-vis Sales, marketing and operations and initiated market segmentation study that identified target audience, brand friendly segment and potential segment and thus helped in bringing about focus and definition to property specific marketing strategy.

**Accommodations Operation Management:** Lead & managed the front office team to meet and exceed a high quality of financial and corporate customer service objectives by maximizing profitability through the management of the key functional areas, viz-a-vis... reservations and guest registration, guest relations and guest satisfaction, bell desk and concierge services, telephone services, accounting, cash and audit. I have been instrumental in ensuring overall efficiency of operations and accountable for strategic utilization and deployment of available resources to achieve organizational objectives. Overseeing smooth and scheduled implementation of brand standards so as to minimize gaps in actual versus required standards.

**Leadership & Team Building:** I have helped team development through time performance management, training & maintaining service standards. Also developed and implemented of focused policies and procedures to achieve best results and yearly room division budgeting, forecasting and revenue management. I have been an experienced head of department with proven skills in starting, leading and rebuilding the department to profitability.

**Hiring, Internal Customer Development & Training:** Coordinating manpower planning, recruitment, induction and ensuring cultural fit for the organization. Planned and developed of manpower as per skill sets and requirements and ensured adherence to all norms with maintenance of discipline and management of taskforce entailing orientation, training, career development, and counseling and grievance handling. I imparted appropriate in-house trainings to the team to attain service excellence, positive attitude and teamwork. Designed and developing training calendars & modules and customizing training programs based on training needs analysis to enhance the manpower skills and efficiency.

**Manager Operations Resort Properties WelcomHeritage Umaid Bhawan Palace,  
Jodhpur from May 2000 to June 2001**

Core Competencies & Successes: Operational Improvements & Standardization, redefined policies & procedures, team building & leadership, business development, upgraded operational aspects of the resorts, optimized revenues & decreased operating costs. Successes in Key Areas: Brought operational improvements and upgraded all the Units in terms accommodation, housekeeping, upkeep & general resort environment. Standardized resort services by defining policies and procedures. Piloted and implemented a successful client base for increased revenue generation by an aggressive marketing effort that brought about a two- fold increase by promoting holiday-packages and marketing the units as a conference destination. Upgraded the operational aspects of Royal Tents and standardized policies and procedures which helped bring-down the operating-cost and have also reduced the yearly repair & maintenance expenses to a great extent.

**Assistant Manager Front Office Jaypee Palace Hotel and Convention Center, Agra  
From January 1999 to April 2000**

Core Competencies: Effective management and smooth functioning of front office in all its sub-areas of reservation, reception, cash, guest relations, concierge, bell desk and telephones. Assisted front office manager in preparing the annual-budgets with special focus on revenue generation and utilized all modes of revenue capture. Have had an opportunity of having been part of an opening team and assisted in setting up the department viz-a-vis: formulation of standard operating procedures for various sub-areas and their implementation, training of the staff and helping them to be focused on sheer quality, personalized service delivery, demonstrating an eye for detail and above all training them to be team players. Have learnt and mastered Fidelio and having effectively worked in flat line management structure had an opportunity of learning night audit. Have handled large GIT, conference and convention segment and effectively organized these large movements right from reservation, pre-planning to their systematic check-ins, daily conference coordination to their effective check outs, thus setting up a benchmark of personalized service delivery and quality.

**Career Progression for the formative six years from June 1992 to December 1998**

†Surya Crown Plaza Delhi, Senior Duty Manager June 1996 to December 1998

†Marbella Resort, Sharjah, UAE, Maître De Hotel August 1995 to March 1996

†Hyatt Regency, New Delhi, Butler & Regency Club Officer May 1994 to August 1995

†Oberoi Towers, Mumbai, Banquet Sales Representative June 1992 to May 1994

Core Competencies & Successes in Key Areas in formative-years: In depth knowledge on banquet sales, coordinated with banquet operations, groomed on customer care, club services & butler services, honed to be a team player, multicultural FNB operation exposure, reservations, revenue management, check-ins, check-outs, concierge, food & accommodation operations & train the trainer programs.