



S.R.Subramanya.

Personal Summary :-

Certified on a program on Strategies for High Profit Business with nearly 23 years of rich experience in Hotel Operations. Skilled in maintaining service standards / operational policies, planning and implementing effective control measures to reduce running costs of the unit. Nurtured and led different development teams in sourcing, managing and implementing new opportunities across different hotel businesses. Proficiency in devising and implementing optimum business strategies to enhance new business, quality standards across all departments, such as Housekeeping, F&B, Engineering, Front Office, Guest Servicing etc.

Steered improvement initiatives with focus on streamlining & managing operations with proactive planning, introducing new concepts, and so on. Proven skills in providing an end-to-end solution right from developing to successfully launching the hotels. Proven track record of developing procedures, service standards and operational policies, planning & implementing effective control measures to reduce running costs of the units. An enterprising leader with proven dexterity in leading and directing personnel towards accomplishment of a common goal.

Work experience :-

- Started the career as supervisor Admin and security at St. Mark's Hotel from 1995 to 2000 December.
- Worked as Asst. Security Officer at Oberoi Udaivilas Udaipur (Rajasthan) from 2001 January to November 2001.
- Worked as Chief accountant at Woody's (Woodlands group) from 2001 December to 2002 September.
- Worked as Security Officer at Pai Viceroy (Pai Group Of Hotels) from October-2002 to October 2007.
- Worked as Resident Manager at Pai Vaibhav (Pai Group Of Hotels) from November 2007 to October 2009.
- Worked as General Manager at Pai Vaibhav (Pai Group Of Hotels) from November 2009 to March 2016.
- Worked as General Manager at Vaibhav Residency (RVTV Residency) from April 2016 to August 2018.
- Worked as General Manager at Hotel Ramanshree .
- Presently working as General Manager (Purchase) Pai Group Of Hotels.

Role & Responsibilities :-

- Reporting to Managing Director.
- Fully responsible for all aspects of all department.
- Support and work with all HOD's.
- Ensure the premises are in operative condition as per category of the unit to receive & serve the guest.
- Ensure SOP implementation in all departments and check the same during routine operational check.
- Inspecting all departments with their respective Manager's for cleanliness, ambience, service, readiness, staff grooming & hospitality culture.
- Identify staff learning, needs and assisting with development.
- Maintaining all the reports.
- Conduct regular operation team meeting with all HOD's daily/weekly discuss routine operational matters, sales target, service recovery and also any staff issues.
- Handling all OTA's inventory.
- Dealing with suppliers / vendors for quality product.
- Monitor and maintain operation cost in order to maintain maximum revenue to the organization.
- Responsible for overall management of the operation of the Hotel.
- Be on available on call 24 hours a day to resolve any urgent problems on emergencies.
- Maintaining log for VIP guest and any other information relating to guest.
- Checking rooms prior to guest arrival.
- Reducing cost on light, heat and power by 20% by upgrading technology and system.
- Bagged the Certificate of Excellence by Trip Advisor continuously 3 years 2012, 2013 and 2014.
- Opened the Pai Vaibhav property successfully and reached break even within five months of operation of the hotel.
- Steered in positioning the hotel in top 60 hotels on trip advisor out of 500 hotels in Bangalore.

Personal Skills :

Decision making and problem solving ,Co-ordination with colleagues (HOD)Accuracy and attention detail.

Educational :- B A L (LLB)
Dip in Labour Law
NCC 'B' certificate

Languages Known :- English, Hindi ,Kannada, Telugu, & Tamil

DOB :- 28th January

Nationality :- Indian

Marital status :- Married

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Date:

Place: Bangalore

Subramanya .S.R.