

## **Hotel Director Resume Sample [www.timesresumes.com](http://www.timesresumes.com)**

### **Name & Personal Details of clients are not included for Anonymity**

Add: xxx

Mob: xxxxxxxxxxxx, Tel: xxxxxxxxxxxx, Email: xxxxxxxxx@gmail.com

### **VICE PRESIDENT HOTEL OPERATIONS/HOTEL DIRECTOR**

Over 25 years of **Senior Level Hotel Operations Management** experience. Direct the entire Hotel Operations, on a Cruise Ship, to ensure company, divisional and ship performance objectives are exceeded by performing essential duties and responsibilities personally through subordinate managers. Responsible for Yearly operating budget of \$29million and Revenue target of \$25 million. Aspiring for career enhancement to **Chief Operating Officer** of an international organization of high esteem.

### **KEY COMPETENCIES AND SKILLS**

- ❖ **Successful** in reorganizing, streamlining and strengthening existing operations as well as identifying and capitalizing on opportunities to drive revenue, profit and growth.
- ❖ **Effective** communication and interpersonal strengths, combined with strong planning, negotiating and implementation expertise, dedicated team player with a high degree of professional integrity and participative management approach.
- ❖ **Implement higher performance standards** (with focus on customer satisfaction) through Organizational Operations Management, Time Management, Recruitment & Development, Motivation, Training and Human Resources Management.
- ❖ **Employ proactive management**, strong leadership techniques, administer progressive disciplinary action through coaching and counseling, to **generate accomplishment-driven workplace** environment, resulting in employee satisfaction, high morale and loyalty.
- ❖ **Excelled** as a coach to develop right people management skills and achieve retention.
- ❖ **Ensure customer satisfaction and retention** through Strategic Business Planning, Client Relationship Management and by implementing client specific procedures & standards. Manage difficult or emotional customer situations, and respond promptly and efficiently to customer requests for quality service and assistance.
- ❖ **Technically savvy.** Strong command of various software applications – especially Microsoft Office (Word, Excel, PowerPoint), Internet browsing, email etc.

### **HONORS AND AWARDS**

- 🏆 Awarded “Hotel Director of the Year 2011” for consistency in performance.
- 🏆 Adjudged No 1 Out of a fleet of 25 ships for overall performance consistently
- 🏆 Adjudged “Friendliest Ship of the Year” out of a fleet of 25 ships, for the last 5 years.

### **PROFESSIONAL WORK EXPERIENCE**

XYZ Co.

#### **Hotel Director**

Nov 2009 – Present

- ❖ **Oversee & Direct** the function of all hotel personnel through management of 12 department Heads and 850 subordinate staff (hailing from 69 different nationalities). Ensure a premium vacation experience for all 2500 guests, on board the Cruise ship.

- ❖ **Responsible** for successful execution of all Hotel Operations – Food & Beverage, Financial, Marketing & Revenue, Entertainment, Hotel maintenance, Housekeeping, Hotel provisions, Human Resources, IT Operations, Guest Services, Security and Medical in a manner resulting in maximizing Team Member engagement, productivity and guest service while minimizing costs.

#### SELECTED KEY ACHIEVEMENTS

- ❖ **Instrumental** in achieving the target for revenue generation of \$25million for current year (progressive increase by \$2million).
- ❖ **Implemented** a follow-up method to identify strengths/weaknesses involving guest responses and brand quality standards to utilize strengths and improve all areas of concern, constantly ensuring high level of standards and outstanding service to customers.
- ❖ **Undertook Costs saving measures** for all aspects of operations as per the budgets stipulated by the company, and achieved 100 percent target as shown in the Balance Score Card of the company.
- ❖ **Reduced overtime and labour payroll** by \$95,000 per month through effective training, comprehensive work schedules and cross training staff in all areas of the operations.
- ❖ **Selected by the company** to start up, organise, and plan new units. Each "Business Unit" consists of a whole ship (Approximately 125,000 Tons, 15 Floors)
- ❖ **Plan, direct and oversee major refurbishment** processes of existing units. Each unit is a whole ship, and its refurbishment cost works out to around \$35 million. Includes the refurbishment of entire rooms, lounges, etc. and not limited to cosmetic changes.

XYZ Co.

#### **Food & Beverage Manager**

May 2005 to Sept 2009

- ❖ **Directed** the Food & Beverage presentations & managed the functions of 12 Bars, 7 Restaurants, and several Kitchens (total staff of 300) and maintained all quality standards, public health standards, and workplace safety standards.
- ❖ **Responsibilities** included final approval for requisitions for food and beverage operations and management of all costs, maintenance, and F&B related company assets to approximately \$5.5 million budget per year and Bar revenues to \$9 million per year.
- ❖ **Reviewed** current operating procedures for revenue-enhancement opportunities, through marketing efforts, selling programs, and special promotions.
- ❖ **Mentored**, developed, and provided on-the-job training to subordinates to strengthen their current performance and preparation for future advancement.

#### SELECTED KEY ACHIEVEMENTS

- ❖ My business unit was selected by the company to be the “Beta test” for new corporate initiatives before being rolled out to the other 25 units in the company. This has been due to the flexibility, adaptability, and empowerment seen by senior management as the hallmark of my business unit.

XYZ Co.

#### **Executive Chef**

Oct 2003 to Mar 2005

- ❖ **Directed** the culinary function onboard the vessel/business unit carrying 2700 guests plus 175 staff. Ensured that quality standards and services are met.

- ❖ **Conducted** Culinary Training and Development onboard. Built a mutually respectful environment between front & back of the house operations, resulting in enhanced productivity & staff longevity.
- ❖ **Enforced compliance** of Corporate Culinary Standard for all Culinary Team members. Reviewed audit comments, discussed with subordinate management and implemented audit recommendations.
- ❖ **Capitalized** on opportunities that enhanced guests' satisfaction. Investigated and resolved culinary quality and service complaints in a timely fashion, exceeding the expectations of the guests.

#### **PREVIOUS WORK EXPERIENCE**

<b>Corporate Executive Chef</b> - ABCD Cruise Lines	Apr 2000 to Sept 2003
<b>Executive Chef</b> - ABCD Inc.	Aug 1995 to Apr 2000
<b>Sous Chef</b> - ABCD Co. Ltd.	Jan 1992 to Apr 1995
<b>Chef</b> - The XYZ Hotel, New Delhi, India,	Sept 1990 to Jan 1992
<b>Apprentice Cook</b> – XYZ Hotel, New Delhi, India	Oct 1985 to Jun 1990

#### **PROFESSIONAL QUALIFICATIONS**

- ❖ Certified Hotel Administrative Assistant, American Hotel & Motel Association, USA - 2009
- ❖ Certified Food & Beverage Executive, American Hotel & Motel Association, USA - 2003
- ❖ Hotel Management Degree, Institute of Hotel Management, New Delhi, India
- ❖ Bachelor of Commerce Degree, University of Rajasthan, India

**References** : Available Upon Request.