

Vivek Tripathi

Shyam City Colony,Krishna Nagar, Lucknow

Cell: +91 831-841-1693

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Summary:-

A result oriented and assertive individual seeking to achieve aims and goals of the organization with complete dedication diligence, professionalism, discipline and spirit of team work while aspiring to take on higher responsibilities and align personal & organizational growth.

Highlights:-

Confident	Fast Learner
Punctual	Team Worker
Disciplined	Innovator
Determined	Employee Motivator
Hardworking	Proactive

Professional Experience: -

Hotel Home Inn, Lucknow

(*)**

(Since 2021)

General Manager

- Oversee the operations functions of the hotel, as per the Organizational chart.
- Hold regular briefings and meetings with all head of departments.
- Ensure full compliance to hotel operating controls, SOP's, policies, procedures and service standards.
- Lead all key property issues including capital projects, customer service and

refurbishment.

- Handling complaints, and oversee the service recovery procedures.
- Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget
- Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
- Ensure all decisions are made in the best interest of the hotels and management.
- Deliver hotel budget goals and set other short and long term strategic goals forth property.
- Developing improvement actions carry out costs savings.
- A strong understanding of P&L statements and the ability to react with impactfulstrategies
- Closely monitor the hotels business reports on a daily basis and take decisions accordingly.
- Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.
- Maximizing room yield and hotels / resort revenue through innovative sales practices and yield management programs.
- Prepare a monthly financial reporting for the owners and stake holders.
- Draw up plans and budget (revenues, costs, etc.) for the owners.

The Continental, Lucknow

(**)**

(For 02 Years)

General Manager

- Oversee the operations functions of the hotel, as per the Organizational chart.
- Hold regular briefings and meetings with all head of departments.
- Ensure full compliance to hotel operating controls, SOP's, policies, procedures and service standards.
- Lead all key property issues including capital projects, customer service and refurbishment.

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Hotel Metro Inn, Lucknow

(***)

(02 years)

General Manager

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- Hold regular briefings and meetings with all head of departments.
- Ensure full compliance to hotel operating controls, SOP's, policies, procedures and service standards.
- Lead all key property issues including capital projects, customer service and refurbishment.
- Handling complaints, and oversee the service recovery procedures.
- Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget
- Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
- Ensure all decisions are made in the best interest of the hotels and management.
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Hotel SS Grandeur, Lucknow

(*)**

(02 Years)

Front Office Manager

- Managing and training the concierge, night auditor and team of receptionists
- Ensuring the front desk provides a professional and friendly service for customers
- Dealing with customers, including handling complaints when they come to the desk
- Troubleshooting emergencies.
- Scheduling your staff duty roster.
- Liaising with other departments.

Hotel Moments, Lucknow

(****)

(01 Year)

Front Office Manager

- Managing and training the concierge, night auditor and team of receptionists
- Ensuring the front desk provides a professional and friendly service for customers
- Dealing with customers, including handling complaints when they come to the desk
- Troubleshooting emergencies.
- Scheduling your staff duty roster.
- Liaising with other departments.

Hotel Buddha Residency,Lucknow

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(02 Years)

Front Office Executive

- Perform all check-in and check-out tasks.
- Manage online and phone reservations.
- Inform customers about payment methods and verify their credit card data.
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms.
- Provide information about our hotel, available rooms, rates and amenities.
- Respond to clients' complaints in a timely and professional manner.
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs.
- Upsell additional facilities and services, when appropriate.
- Maintain updated records of bookings and payments.

Industrial Internship

Golden Tulip Inn, Lucknow

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(02 Months)

- Basic knowledge about Hotel Industry.
- Basic knowledge of Front Office Department.

  Basicknowledge of F&B Department.
- Basic knowledge of Production Department.
- Basic knowledge of Human Resource

  Department.Basic knowledge of Accounts

  Department.
- Basic knowledge of Housekeeping Department.

Professional Education:

- Completed **MBA** (Finance & Marketing) from SR University, Lucknow in **2014.**

- Completed **DFA** (Diploma in Financial Accounting) from Navodaya Institute of Technology& Management, Varanasi in **2011.**

Academic Education:

Completed **B. Com** from Mahatma Gandhi Kashi Vidyapeeth University, Varanasi in **2012.**

Completed **Intermediate** from UP Board Allahabad, in **2009.**

Completed **High School** from UP Board Allahabad, in **2007.**

Personal Details:

DOB	:	10th Nov, 1992
Nationality	:	Indian
Material status	:	Married
Hobbies	:	Travelling
Gender	:	Male
Languages Known	:	English & Hindi

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge.

Date: **(Vivek Tripathi)**

Place :