**SAMEER V KUMAR**

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**Summary**
Experienced Hotel Manager with over Twenty years of experience in managing Chain Hotels, Airport

Hotels, Downtown Hotels, Beach Resort, Remote Properties, Luxury Hotels, Boutique Hotels, Wildlife
Resorts, and Conference & Convention centre hotels, Works well under pressure to consistently meet strict
deadlines. Self motivated individual with a positive approach and ability to lead and motivate the team
while delivering effective results. I have a proven track record of achieving targets in all areas of
hospitality, including guest satisfaction, cost control and revenue generation. I can implement and maintain
the highest standards of hotel service, and deliver an unforgettable guest experience. Possessing business
skills and commercial acumen, I am capable of growing revenues and maximizing the financial
performance of any hotel department. Dynamic Hotel Manager skilled in developing and training teams,
effectively controlling costs and achieving YOY revenue and high guest satisfaction ratings in competitive
environments. Expert communicator passionate about fostering a positive and results-orientated team
culture, right now I am looking for an exciting senior managerial opportunity within an establishment that
offers me a new challenge.

**Accomplishments**

Successfully supervised the £2.4M refurbishment project pertaining to the Executive and Deluxe
Rooms of the Hotel.
Successfully planned a Restaurant & Bar refurbishment and re-launch, which has seen an increase in
covers & revenue YOY and achieved the Top Restaurant winner's awards in Oman.
Designed & implemented a proactive S&M plan for F&B revenue to achieve the set AAM plan
targets YOY.
Introduced beverage audit & controls along with designed menus that generated 80% Bev GP.
Implemented a new H&S monitoring & recording system which has achieved 90% and above
score during Health & Safety audits, as well as ensuring weekly / monthly PPM targets.
Implemented a hotel based Training & Development programme with a focus on driving
engagement & standards.
Introduced a feel factor guest experience to the hotel that has generated positive feedback on guest
review sites along with enhancing the guest journey experience.
Two full budget cycles (building and costing of the budgets) with YOY growth and ROI along with
meeting a set top and bottom line profits and cost margins.
Successfully planned numerous CAPEX projects and enhanced the total guest satisfaction in aspect of the
Hotel. Put in place new system for payroll and hotel costs, to ensure conversion of payroll along with GOP
& GOI.

**Skills**

* **Hotel operations and management**
* **Payroll Management**
* **POS systems Resort experience**
* **Revenue generation and management**
* **Front desk experience and Service Oriented**
* **Five-star hotel experience**
* **Food and beverage services**
* **Guest satisfaction specialist**
* **Property management**
* **Team building and Skilled negotiator, Event planning and coordination.**

**Work History**

 **May 2019 – August**

 **GENERAL MANAGER -BELADBONT RESORT, OMAN**

Completed Pre- Opening for 4\*Star Deluxe Resort) 100 Keys with 6 Outlets and Conference and Banqueting

 Facilities up 450 Pax.

**March 2018 – April 2019**

**PROPERTY MANAGER – PRESIDENTIAL PALACE**

**MINISTRY OF PRESIDENTIAL AFFAIRS-ABU DHABI-UAE**

Managing daily basis operation of various departments and responsibilities include promoting and ensuring the Royal Family's satisfaction. Developing and maintaining a strong team environment, placing emphasis on personnel satisfaction and delivering prompt, courteous service.  Providing and Accountable for establishing superior standard and quality service, for developing the highest level of personal professional performance and controlling, planning, organizing and directing all operations and services including food and beverage, housekeeping, guest handling and maintenance. Involved in the hands-on day-to-day running of the Palace, which include carrying out various tasks and duties, Handling Housekeeping, F&B, Security, Maintenance, Recreation & Facilities and IT Departments, Responsible for budgeting and financial management.

**April 2017 – March 2018**

 **HOTEL MANAGER – BARCELO RESIDENCES DUBAI MARINA, UAE**

 (Completed Pre- Opening for 5\*Star Deluxe Hotel& Apartments) 262 Keys with 1 Outlet.

**January 2015 － March 2017**

**GENERAL MANAGER - RAMEE GROUP OF HOTELS & RESORTS, OMAN (Muscat)**

 Ramee Guestline Hotel (4\* Star Luxury Hotel) 100 Keys with 5 Outlets and Night Club.

Oman’s Famous Rock Bottom Night Club, Offering Indian, Arabic, Continental, Seafood and Multi cuisine Award winning Fine Dining Restaurants with Conference and Banqueting facilities up to 350 People.

**January 2010 － December 2014**

 **EXECUTIVE ASSISTANT MANAGER - SHANGRI LA HOTELS & RESORTS, NEPAL**

 5\*Star Boutique Luxury Hotel, 100 Keys with 4 outlets and Conference and Banqueting facilities up 400 People.

**September 2005 － December 2009
NIGHT MANAGER / FRONT OFFICE MANAGER -THISTLE CHARRING CROSS HOTEL (GLH HOTELS) UK.**

 5\*Star Deluxe Hotel, 281 Keys with 3 outlets and Conference and Banqueting facilities up 450 People.

**January 2003 － August 2005**

**SENIOR DUTY MANAGER / GUEST SERVICES MANAGER - RADISSON MAYFAIR HOTEL, LONDON, UK**

5\*star Deluxe hotel, 404 Keys with 5 outlets Conference and banqueting facilities up to 550 guests.

**January 2002 － December 2002
ASSISTANT. HOUSEKEEPING MANAGER - HILTON SCANDIC SYDHAVEN, COPEHAGEN, DENMARK** 5\*star Deluxe Hotel,391 Keys with 4 outlets Conference and banqueting facilities up to 350 guests.

**November 2000 － October 2001**
**DUTY MANAGER - HOTEL NIKKO THE METROPOLITAN, DELHI, INDIA**

5\*Star Deluxe Hotel, 185 Keys with 3 outlets Conference and banqueting facilities up to 250 guests.

**Tasks & Responsibilities**

* Handling the complete Pre-Opening works &Procedures, Recruitment of Heads of departments and the entire staff, Establishing basic personnel standards, Coordination of training for personnel, external and in-house training and specialized training.
* Marketing and sales establishing a corporate identity and marketing campaign, defining the distribution and various channels, Connecting the hotel on the GDS - Global Distribution System, Create a pricing policy
* Pre-opening sales, Preparation and implementation of the opening ceremony - "Grand Opening", Finance Budget preparation for the Pre-opening phase, budgeting for the first 12 months of hotel’s operations.
* Risk management, Preparing for inspection, certification and hotel categorization, Preparation of the hotel for all types of inspections, Implementation of and preparation for certification of the HACCP system, Preparation of the hotel for the official categorization by the competent authority.
* Financial: Responsible for maximizing revenues and flow through to GOP to meet or exceed budgeted
EBITDA. Responsible for preparation of property budget and forecasts. Managing labor standards and
property level expenses to achieve maximum flow through to the bottom line profit. Monitoring monthly inventory of supplies and equipment. Ensures purchases made are within budget and by approved vendors.
* Sales: Working and managing all sales activities of the property and meets revenue objectives. Activities
include setting goals, completing competitive surveys, taking reservations and compiling reports. Making
sales calls as outlined by the Sales Management Teams. Identifying and seeks out potential business in local
market. Maintaining relationships with local companies and key people to increase Homestead's visibility
within the local market. Guest Satisfaction: Promoting 100% guest satisfaction throughout property. Insist the 100% guest satisfaction. Ensuring that all guest related issues are resolved in a manner consistent with the company's goals and objectives.
* Employee Management: Recruiting qualified applicants. Training employees in accordance with company
standards. Motivating and giving direction to all employees. Communicating all policies and procedures to entire staff. Performance evaluations, disciplinary documentation and conducting terminations. Ensuring that employee related issues is resolved in a manner consistent with company policies.
* Inspecting and documenting repairs and cleanliness of property to ensure optimum upkeep and repair, room cleanliness and overall property appearance, Manages all areas of the hotel in accordance with brand standards to achieve a friendly atmosphere of superior guest service and product quality. Provides exemplary performance for staff to follow.
* Developing and communicate selling Strategies utilizing forecasting tools and review these weekly with the Sales Team. Overseeing all accounting functions, including, but not limited to, accounts payable, accounts Receivable, petty cash, and payroll and ordering procedures.
* Sales and Marketing Communicating competitive market conditions to team supervisors and Regional

 Management. Review inventory controls and selling strategies daily. Reviewing 3rd party sites on a regular

 Basis and implement specials as needed according to Occupancy, ADR and REVPAR goals. Continually

 Solicit new business for the hotel. Monitor group block and direct bill processes.

* Ensure that all employees understand hotel selling strategies. Stay current on local market conditions and

 Assisting the hotel Sales and team with preparing the annual revenue budget and annual marketing plan.

 Maintain rapport with competitor hotels, lead sources, clients, and the local community. Managing sales

 Department and Review month/period end reports.

**Education**
2000

**MHM**: **Masters in Hotel & Tourism Management University of Angers**

 **Ecole Superieure de Tourisme et d'Hotellerie de l' Universite'd' Angers**

Angers, France
1997

**Bachelor of Business Administration**: **COMMERCE University of Magadh**
Bodh Gaya, India

1994
**GCSE St.Xavier's School, Delhi, India**
Delhi

2000
**Certificate in Hungarian Language Hungarian Embassy and Cultural Centre, India**

2000
**Certificate in French Language. University Of Angers, France**

**Personal information:-**

Indian Citizen willing and able to work worldwide, 42 Years, Male, 5'7" 66 kg, Self Starting, Hard
working, Motivated towards career. Speak English, Hungarian, Danish, French, and Hindi Native.

**Certifications**

Fire & Safety & Basic Health & Safety, Train the trainee, Supervision in Action & Duty managers training.

Complaint handling, Holidex Reservation system Worldwide.

Basic Food & Hygiene Course, Be my guest at Holiday inn hotels.

Disciplinary workshop at Holiday Inn Hotel Heathrow London, UK.

 Inter-cultural communication program conducted by Nikko Hotels.

Holding SIA Door Security &Supervision License (U.K) Hotels, CASINOS & NIGHT CLUBS.

HACCP Certificate Course Conducted by High field UK HACCP ORG. Basic First Aid & Safety
Certificate (St. John Ambulance org.)

Level 2 Conflict Management for the Private Security Industry (UK) Level 2 Physical Intervention Skills
for the Private Security Industry (UK).