



Vishal Kumar Narula

Specialization: Pre opening-General Manager for 2 Hotels.
Core Dept. Food & Beverage Service

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Location: 3/8 Saraswatipuram Jankipuram Lucknow-226022, India

Objective	<p>Developing as a comprehensive hospitality professional by acquiring training through various challenging assignments. To work for the best, excel professionally and to ensure success of self, peers and the organization.</p>																					
Professional Synopsis	<p>Acclimatized professional with 15+ years of incisive experience in the Hospitality sector entailing:</p> <table border="0"> <tr> <td>-General Administration</td> <td>-Fund Management</td> <td>-Budgetary Control</td> </tr> <tr> <td>- Pre & Post Opening Initiatives</td> <td>-Press Conferences</td> <td>-Media Planning</td> </tr> <tr> <td>-Inventory Management</td> <td>-Facility Management</td> <td>-Outdoor Catering</td> </tr> <tr> <td>-Strategic Planning</td> <td>-Event Management</td> <td>-Customer Relation</td> </tr> <tr> <td>-Food & Beverage Operations</td> <td>-Profit Centre Operations</td> <td>- Market pulse</td> </tr> <tr> <td>-Revenue Management</td> <td>-Yield Management</td> <td>-HRM</td> </tr> <tr> <td>-Special Promotions</td> <td>-Project Management</td> <td>-Sales & Marketing</td> </tr> </table>	-General Administration	-Fund Management	-Budgetary Control	- Pre & Post Opening Initiatives	-Press Conferences	-Media Planning	-Inventory Management	-Facility Management	-Outdoor Catering	-Strategic Planning	-Event Management	-Customer Relation	-Food & Beverage Operations	-Profit Centre Operations	- Market pulse	-Revenue Management	-Yield Management	-HRM	-Special Promotions	-Project Management	-Sales & Marketing
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Work Experience	<ul style="list-style-type: none"> • Pre-opening General Manager with Millennia Regency Clarks Premier Hotel & Resorts, Lucknow -102 Room Deluxe, Executive & Suites rooms, 03 Restaurant, pool side bar, 03 banquets for conferencing & Banquet for 100-500 cover, lawn for 500-800 cover from Jan 2019 working till date. • Pre-opening General Manager with D'Corbiz Group of Hotels - 35 Rooms, coffee shop, bar, 2 Banquet halls 20-250 covers, Lawn & Villa to accommodate 800-1500 pax from April 2018 to Jan 2019 • General Manager with MB GREEN Clarks Inn Group of hotels Moradabad - 43 Rooms Deluxe and Executive & Suites class. 01 The Bridge fine dine Multi cuisine Restaurant, Illusion Bar, Rock garden 3000sqft lawn, Mid Land open air Banquet 3000sqft, Banquet Ball Room 4000sqft, Land Mark half covered and half open Banquet 1600sqft & Sky Lounge open air terrace party hall cum open lounge, 2000sqft. Gym & Spa From Dec 2016 to April 2018 • General Manager with Hotel The Grand Orion - 45 Rooms, 01 Restaurant 02 Banquet for conferencing & Banquet for 40-500 cover from Jan 2016 to Dec 2016. • Manager Operations with Hotel Veggie Delight -25 Rooms, 01 Restaurant 02 Banquets, Conferencing & Banquets of 40-400 covers from April 2015 to Jan 2016. 																					

- **Food & Beverage Manager with Hotel Veggie Delight** -25Rooms, 01 Restaurant 02 Banquets, Conferencing & Banquets of 40-400 covers from June 2011 to April 2015.
- **Banquet Manager Catering Assistant with Hotel Veggie Delight** -25 Rooms, 01 Restaurant 02 Banquets, Conferencing & Banquets of 40-400 covers from September 2008 to June 2011
- **Banquet Manager with Aryans family delight Restaurant & Banqueting Chain Governor House** - Banqueting and Lawns Feb 2006 to Aug 2008

Job Profile

Strategic Planning

- Developing periodic departmental business plans & strategies, in coordination with plans of organization.
- Developed residential conference, events and other various packages to boost RevPar of the unit.
- Planning departmental / individual assignments to achieve the preset goals within quality & cost parameters.
- Annual Events planning for Promotions, festivals and New Year Celebrations
- Formulating long term / short term strategic plans to enhance profitability & revenue; involved in spearheading turnaround initiatives.
- Continuously improve and innovate upon product and services to achieve a larger market share and retain regular customer.
- Developing the Loyalty Program for the customer.

Operations Management:

- Directing hotel operations for creating lasting experience.
- Vendor management and tendering contracts
- Implementing the Brand Service Standards for achieving Business Excellence
- Arranging the inventories; ensuring all the departments, outlets, bars, banqueting and kitchens etc are supplied with necessary equipment.
- Conducting hygiene inspections and cross departmental audits for standardization.
- Liaise with companies for sponsorships and with the government agencies for licenses and permissions.

Customer Relationship Management:

- Ensuring customer satisfaction by achieving delivery of service quality norms by interacting with clients, handling guest requests& resolving complaints.
- Executing policies & procedures in the operating systems to achieve greater customer delight.
- Delivering high-value services to upscale clients for exalting their satisfaction levels.
- Maintain regular contacts with corporate and individual customers, and build strong relationships with them

Human Resource Management :

- Participating in recruitment process for recruiting right person for the right job
- Staffing, training, and setting objectives for entire team.
- Monitoring the performance of multi-skilled work force and conceptualizing need-based training programs for their overall career development.
- Recognizing the staff by giving incentives; delivering high quality standards through continuous supervision and training.
- Guiding the activities including employee satisfaction, departmental sales, and profit / loss controls.

Key Achievements

General Manager with Millenia Regency Clarks Premier Hotel & Resorts, Lucknow- Leading Pre Opening team:

Pre-opening team Member for 5 star 102 Rooms, 03 restaurants, a Pool side Bar & 03 conference & banquet halls

Successfully opened 90 Covers Greasy Spoon fine dine - All Day dining, 70 Covers Youngster 222, 90 Cover Shame Lucknow, Pool side Party, 80 cover Sky shot open air Bar & In room dining.

- Successful setup & execution of Hotel operations.
- Setting up of SOP's.
- Hiring of team members.
- Vendor management.
- Imparting training to team members.
- Liaise with Local governing bodies.
- Strategic planning.

General Manager with D'Corbiz Group of Hotels, Lucknow Leading Pre Opening team:

Boutique Hotel, 35 rooms, 90 covers Exchange Restaurant all Day Dining, 20 covers Hookah Bar & Lounge, 40 cover coffee shop, bar, 2 banquet halls B2B & B2C 50-300 covers, lawn to accommodate 800-1500 covers.

- Successful setup & execution of Hotel operations.
- Setting up of SOP's.
- Hiring of team members.
- Vendor management.
- Imparting training to team members.
- Liaise with Local governing bodies.
- Strategic planning.

General Manager with MB GREEN Clarks Inn, Moradabad

43 Room 4 star Hotel, water park with 50 covers Bridge Restaurant, 40 cover lounge bar & In room dining.

- Maintained an average room occupancy of 70%
- Delivered GOP of 23%, by controlling cost.
- Revenue growth of 18 % on YOY basis
- FIT business growth of 50% on YOY basis
- F&B revenue growth of 19% on YOY basis.
- Instrumental to maintain and upgrade service standards
- Retaining and added new corporate accounts in Hotel's portfolio
- Reduced Manpower cost
- Attrition level 4-5%

General Manager with Hotel The Grand Orion, Lucknow

45 rooms, 01 restaurant 02 Banquet for conferencing & Banquet for 40-500 cover

Manager Operations with Hotel Veggie Delight, Lucknow.

25 rooms, 01 Restaurant 02 Banquets, Conferencing & Banquets of 40-400 covers

- Achieved financial targets for F&B
- Achieved 15 % more than budget for 2011-12, which was highest turnover
- Banquet revenue grown 15% each year, by maximizing occupancy of halls
- Motivated & did career progression for 08 candidates & retained F&B team

Banquet Manager with Aryans family delight Hotels, Lucknow-

Banqueting flora in charge and booking of Lawns.

Educational Qualifications	<ul style="list-style-type: none"> • One year Diploma in Food And Beverage Service from South Asian School Of Tourism & Hotel Management (SASTHM) NEPAL,1st division, year 2004 • BMIT from IPH&H Mahipalpur,1st division New Delhi2006 • Intermediate from Crescent Public School Saraswati Vihar New Delhi in 2003 , C.B.S.E board • High school from St. Michael convent School CBSE Board in 2001.
Recognitions Achievements	<ul style="list-style-type: none"> • Successfully planning and executing the food festivals at MBGREEN Clarks Inn • Being instrumental in increasing the GSTS (Guest Satisfaction Tracking System) • Successfully completed Hospitality Foundation Module From SASTHAM. • Was team leader for the In Room Dining process improvement team at Hotel Veggie Delight • Successfully planned and opened 40 cover Coffee Shop At D'Corbiz , Lucknow
Interests	<ul style="list-style-type: none"> • Cooking & Browsing Internet for Information
Computer Proficiency	<ul style="list-style-type: none"> • Good Knowledge of MS Word, Excel, PowerPoint • Good Knowledge of Point of Sale • Working knowledge of Data man & IDS

Personal Details

Present Address:

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Lucknow,
Uttar Pradesh, India
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Permanent Address:

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S/o Mr. A.K. Narula
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,New Delhi, India
PIN-220088
+91-99184023995*

Date of birth:

07/12/1983

Passport Number:

In process

Nationality:

Indian

Marital Status:

Married

Languages known:

English, Hindi

Date-

Vishal Kumar Narula