

Venkata Rajashekhar Mulakalapalli

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Seeking assignment in the domain of General Manager

- ❖ Hospitality personnel with **over 30 years** of rich and cross-cultural experience in Hotel Administration, Food & Beverage Operations/food Industry and Training & Development.
- ❖ Extensive experience in Hotel Administration, Training, Talent Nurturing & Employee Development.
- ❖ Proficient in developing the Need Analysis, Competency Analysis & the entire gamut of Learning & Development.
- ❖ Successful in building relations with upper-level decision makers; resolving critical problem areas and delivering on client commitments.
- ❖ Excellent communication and interpersonal skills with the ability to work in multi cultural environment.
- ❖ Adept at creating SOP's, training modules and customized training programs for particular end users.
- ❖ Extensive knowledge of Pre-opening, Recruitment and other areas of hotel administration.

Academic Credentials

- ❖ **Bachelor's Degree in Hotel Management and Catering Technology** from Visakhapatnam Food craft Institute & Indo American institute of Hotel Management and Catering Technology During 1990-93
- ❖ **Certificates in Food Production and Certificate in Food and Beverages Service from Food Craft Institute Visakhapatnam Dt.1991-92 & 1992-93**
- ❖ **12th** from Dr. V.S. Krishna college Visakhapatnam 1986-1988
- ❖ **10th** from Andhra university during 1986

Employment History

Pride BIZNOTEL Haldwani	PRIDE Group	General Manager	April 2022- Till date.
Le Roi Hotels (Tehri		General Manager	March 2021-April 2022
Taste Express Foods -	Taste Express	General Manager	March 2018- Feb2021
Devashish Hotel Haldwani -	Clarks Brij hotel	General Manager	March'14-Feb-2018
Grand ridge Tirupati -	Fortune Park	General Manager	Nov2011-Feb2014
Sarovar Portico(Kakinada) -	Sarovar hotels	General Manager	March'10-Nov'11
Comfort inn Swetha -	Choice group	General Manager	March'8- March'10
Comfort inn City Park Hyd -	Choice group	F & B manager	March'6- March'10
RKHS	RKHS	Unit Manager	Oct 03-Sept'06
Ayurgram	KAPL	Resort Manager	March'00-Sept'03
Grand Bay Sheraton Vizag -	ITC HOTELS	Senior Captain	Dec'97-Feb'00
Quality Inn Kensington -	Choice hotels	Captain	March'94-Nov'97
Kerala Tourism Department	KTDC	Steward	April'93-March'94
Taj Residency Vizag		Industrial Training	May'92-Jan'93

Key Result Areas:

General Manager:

- ❖ Overall operational and administrative head of the hotel.
- ❖ Responsible for making budgets and meeting financial targets. Presentation of the monthly financial and operational performance report to the board of directors.
- ❖ Align plans with business strategy; understand short- and long-term impact of business decisions; demonstrate knowledge of and educate others about how one's work aligns with the overall business strategy, and ultimately shareholder value

- ❖ Add value through revenue growth and operational efficiency through process improvement; understand and focus on the key drivers of sales, associate and customer satisfaction, profitability, and quality
- ❖ Demonstrate honesty, reliability, ethics, and professionalism; demonstrate consistency between words & behavior
- ❖ Manage working relationships with all Managers by preparing and conducting meetings and group presentations to keep associates/managers and others informed of Hotel operations and other relevant issues.
- ❖ Build positive and productive working relationships with customers, subordinates, peers, superiors, business partners, and the community; encourage this behaviour in others
- ❖ Work collaboratively with others to achieve common goals and objectives; serve effectively in both team member and team leader roles; promote collaboration & teamwork in others
- ❖ Provide clear direction, establish goals and appropriate timeframes; manage conflicting priorities; delegate to and empower others; remove obstacles and secure needed resources; coordinate work efforts and monitor progress to achieve desired results in a timely fashion
- ❖ Establish and oversee maintenance of a proactive Human Resources department to ensure a productive, participative, and comfortable work environment in which all employees are valued and treated lawfully and consistently
- ❖ Create an agenda and environment conducive to change; foster the free exchange of ideas; develop and share a vision and strategy; build a strong network to implement change
- ❖ Responsible for renovations and all related new developments in the hotel.

Training & Development:

- ❖ Designing the training calendar and meting out training as per company policy.
- ❖ Recruitment help, Induction and training of new employees.
- ❖ Doing the Training need analysis, designing modules and reviewing the progress with the help of competency mapping.
- ❖ Designing customised training programs for specific end users.
- ❖ Coordinating and arranging external training programs as per the training calendar.

Food & Beverage operations:

- ❖ Serving food and beverage items as per the set quality & hygiene standards as well as the aesthetic presentation of food and beverages.
- ❖ Menu planning.
- ❖ Increasing the GOP of the department.
- ❖ Training the juniors and monitoring their progress.
- ❖ Rendering other activities like budget formulation, inventory check, concept selling & marketing.

Other Operational Departments:

- ❖ Setting up of operational departments.
- ❖ Business Development -Marketing and Sales calling
- ❖ Budget & Budgetary control

Achievements Paradig Sarovar Portico (A Sarovar Hotel), India):

- ❖ Instrumental in repositioning the hotel and rebranding the hotel as per the Sarovar Standards.
- ❖ Enforcement of the SOP for various departments as per Sarovar Standards.
- ❖ Establishing the complete sales network with the leisure market operators
- ❖ Instrumental to initiate the engineering related renovation
- ❖ Increased the online productivity by 20% with an increased ARR by proper revenue management
- ❖ Increased the social event productivity by 15% as compared to the previous year

Achievements Fortune select Grand Ridge Tirupati (AITC Fortune Park Hotel)

- ❖ Instrumental in repositioning the hotel in the ever-changing Tirupati hotel scenario.
- ❖ Responsible for regaining the market share of the hotel
- ❖ Responsible to have increased the banqueting business by over 25% in the time duration.
- ❖ The hotel achieved the highest overall F&B sales in 2013-14 as compared to the previous years.
- ❖ The Year-to-date room occupancy performance was 87% with an overall Nett ARR of Rs 3400.

- ❖ Was able to maintain the GOP at 34% even though the Revenue declined by almost 9% as compared to the previous year due to the recession in the first half of 2013.
- ❖ Involved in all the aspects of hotel Opening – Planning, Purchasing & Executing which has commenced from Dec 2012 onwards. Would include the Coffee Shop, Terrace Grill Restaurant, 4 Banquet halls & the Rooms.
- ❖ Have implemented the SOP's, departmental process formulations, staffing details, manpower planning, revenue/ expense budgeting.
- ❖ Have clocked the highest ARR (in similar category) and the maximum GOP in the entire group hotel.

- ❖ Special assignments to oversee operational departments during special events in the group hotels.
- ❖ General Manager of the preopening team in Fortune Hotels. Have been instrumental in pre opening of the following hotels:
- ❖ Have clocked more than 30,000-man hours.
- ❖ Have been imparting corporate Programs like "Train The Trainer"," Supervisory Development Program", "Managerial Excellence Program" and "Style & Smile- A Customer Service Program"
- ❖ Recognised for initiating many HR/Staff welfare initiatives
- ❖ Developed the sequence of service for all operational areas, now a best practice.

Training/Workshop Exposures

- ❖ Leadership Workshop held at Mumbai
- ❖ Behavioral Training workshop held at Mumbai.

Core Competencies

- ✓ Strong knowledge in handling hotels at the project stage and bringing them to an operationally viable level.
- ✓ Sound experience in handling multi racial and multi cultural teams. Ability to adapt to varied work atmosphere, and extract maximum productivity from the available resources.
- ✓ A highly effective team builder. My belief is every human has a special quality which is waiting to be tapped.
- ✓ Strong knowledge in Food and Beverage Operations. Have got exposure in managing all outlets of the Food & Beverage Department.
- ✓ Maintaining positive relations with guests and ensuring that all interactions are meaningful and fruitful.
- ✓ Capacity to visualize a work system and analyze the pros and cons such that the same can be tailor made and utilized at the unit level; keeping in mind infrastructure and constraints.
- ✓ Process mapping of activities, identifying gaps and eliminating the same step by step.
- ✓ Need based on the job Training of staff. Periodic auditing of staff competencies and revitalizing them such that they are abreast with latest trends and practices.
- ✓ Staff counselling and grievance handling. Have been a mentor and a "buddy", for select employees.
- ✓ Computer literate. Can adapt to any hotel operational software. Working knowledge of IDS Next & Micros.Romio software

IT Credentials

In- depth knowledge of basic operations and working knowledge on Windows and XP Environment, Exel, IDS and Romeo Software's