
Ritesh Mishra

BHM + MBA with 20+yrs experience.

Presently employed with Shrimath Developers & Its allied companies viz The Mirana hotel as Group General Manager since jan,2023.

Employed with De Rembrandt Hotels & Suites as Group General Manager since Jan2021..Nov2022 .

Worked & Employed as Group General Manager with Pacific Limited a leading hotel Group based in Zambia.Malawi from oct,2014 till dec 2020 .

- **Lobo wild life lodge(H&L),Tanzania, Private Islands at Changuu & Bawe in Zanzibar .(www.hotelsandlodges-tanzania.com)**
- **Wet n Wild Hotel & Resort,Manesar,Gurgaon,India**
- **Hilton Worldwide,Dar e Salam,Tanzania**

Education

- **AIMA -CME,Lodhi Road,ND-11003**
- **Saptagiri College of Hotel Management,Kavoor,Mangalore**

D.O.B.:02nd March,1984 MARITAL STATUS: SINGLE

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Summary

Am young, Dynamic, smart and extrovert who is a creative go-getter, who sees, recognizes and acts swiftly on opportunities, Am critical aware of matters that needs improvement and rectifies swiftly. My entrepreneurial skills are excellent, as We bring in business from all segments that relate to horses or to the offered facilities available, and the high end market of CEO's to make the organization(At large the Hotel) the most exclusive Hotel in town. I create new events and carries them through My team building skills supports the management style of a hands-on coach also I'm a talented and charming host, who knows all my members and am an outgoing social communicator.

I am a Hotel Profit Purpose General Manager, made up through academia, knowledge and experience. An expert in sound hotel management, I have multi dimensional techniques and skills, deep and thorough, result oriented, profit purpose focused and challenge seeker.

I have deep knowledge of hotel operations and in addition, I am very strong in hotel finance/accounting functions and an expert in marketing and reservations field. F&B is my baby and I love setting and maintaining standards, create new ideas, making changes continuously, implementing new standards, in this amazing & fascinating department.

I am also trained and certified to manage Quality Management Systems such as ISO 9001, HACCP 22000, OSHAS 18000 and Environmental 14000. I have self-mastered the art of delegation and I am very hard on people making them setting and maintaining at all times high standards of services. I empower my team to take decisions in their operating field and I hold them accountable for that. The result; a highly charged and motivated team that is aware of what is expected of them. Employee and Guest satisfaction to be admired for. This leaves me with enough time to sit back at my desk and plan the operations, strategies and actions which establishes my property as the market leader by product quality, service delivery, revenue per available room/suite, room/suite occupancy and so on. I am a fan & a strong believer of the words: respect, communication, appreciation and solution creator.

My Managerial Experience span over 17 years in the hospitality Industry. I'm a committed 'hands on Person' to get the Job done. Being BHM (67%) from SCHM, Mangalore University and MBA(87%) from AIMA, Delhi, Posses a strong managerial background which covers all aspects of operations such as Financial Management, Forecasting, Budget Preparation, Sales promotion, Accommodation, Food & Beverage, Administration.

Experience

Group General Manager

Employed & Worked as Group General Manager with De Rembrandt Hotels & Suites, a leading hotel Group based in Lagos, Nigeria since Jan, 2022 till to date.

Here with this group some of my keys roles are as below-

- * Property pre Opening and Refurbishment
- * Implementation of new Menues / Related control system
- * Logistics & Procurement Plan and implimentation
- * Upkeep The Concept Of Business Hotel & Wild life Luxury Lodges & Islands* Established Buisness Contract With 1000++ Local & International Tour operators.
- * Representing The organization in Tourism Fairs.
- * Team building and leadership
- * General, Multi-Unit and Area Manager
- * Operational and Financial Management
- * Project and Crisis Management
- * Security and Risk Management
- * Standard and Compliance Management
- * Customer Service Management
- * Revenue and Sales Management
- *Kitchen Budgeting & Cost Optimisation
- *Material Management Kitchen Operations
- *Menu Standardization Recycle Management
- *Training & Development Resource Planning & Control People Management
- *SOP's Development Concept Development
- Dexterously re-instated the culture of Bush Meal and Bush Cocktails
- Distinction of being the only free entry holder from NCA Tanzania
- Earned Certification of Best Hotel in Quality Consistency and Service Excellence by Trip Advisor for 2 consecutive years on behalf of Year Lake Manyara
- Instrumental in optimising the GOP (Gross Operating Profit) upto 67%
- Significantly contributed in achieving least staff turnover
- Distinguished efforts in reducing the operating cost by 20% by streamlining supply system and ensuring the optimum & multi utility of manpower

- Adroitly enhanced the beverage sale upto 30 % by launching the wide range of local and international beverages and furthermore inception of incentive % to food and beverage team for Beverage sales

Group General Manager.. **Worked & Employed as Group General Manager with Pacific Limited a leading hotel Group based in Zambia.Malawi from oct,2014 till dec 2021 date.**

General Manager

Worked & employed with H&L(T)Ltd & Private Islands,,Zanzibar, Member of Hotels & Lodges (T) Ltd”, Dar Es Salaam, Tanzania as Unit General Manager with Lobo wild life lodge for about two yrs & moved to “ Changuu & Bawe tropical Islands in Zanzibar” as Group General Manager since Jan,2012 till August,2014 and reporting to Mr. Freddy Tenga(Grp. Ops. Director) &Mr.D.Kotak(CMD).

Hotels & Lodges(T) Limited..Company details are listed herewith.

Position Held : Employed as Group Hotel General Manager, Acted as an independent profit center head of the Line & Matrix Dept. viz. F.O./Sales/F&B Dept. Ensuring smooth execution link between Guest - Sales – Services While Maximize Profitability and improved output efficiency with an overall smooth operation among various units in East Africa.

TYPE OF HOTEL: 5 Star Dx Hotel Category, Competitors: Serena Group,Kempinsky & MovenPick Hotel/DT by Hilton.

HOTELS & LODGES INFORMATION:

This group(Hotels & Lodges (T) Ltd) comprises of Zanzibar Safari Club, Bawe Private Island, Changuu Private Island Paradise, Lobo Wildlife Lodge, Seronera Wildlife Lodge,, Ngorongoro Wildlife Lodge, Lake Manyara Wildlife Lodge, Northern Tanzania Lodges, Web-www.hotelsandlodges-tanzania.com

We as a Team has achieved occupancy rate of 85% which is up by 10% in respect to last financial years. Similarly the ARR & Rev Par was increased by 10%.

We have reduced the HLP cost by 5% and Food & Beverage cost by 10%.However the sales figures has gone up by 10% as compared to last financial year's figure. Retrieving and ensuring total customer satisfaction after undertaking a SAP and ETOP analysis. Strategic implementation of CRM.

Managing.Organizing.Training.Implementing ideas for the organizing.Budgeting.

- Cost element in operating a business • Types of costs
- Linking cost to Product/ Service Economic Value • Cost VS Productivity Analysis
- Identifying Cost related strategies • ‘Cost VS Need’ • Measuring Cost Reduction Initiative

Hotel Manager

Hilton Worldwide

February 2010 – Jan,2012 (2 Year)Dar-Es-Salam, Tanzania

TYPE OF HOTEL: 5 Star Dx Hotel Category, Competitors: Serena Group,Kempinsky & MovenPick Hotel etc

HOTEL INFORMATION:

This hotel comprises of 120 guestroom, one or two-bedroom suite with your option of a king or twin bed Enjoy a meal, snack or drink at any of its three-onsite restaurants—Marimba, Peninsula or Piano, Piano., conference floor offers spectacular views and features five meeting rooms, a separate reception and business

The Hotel is a seasonal business i.e. winter when horses can be ridden comfortably. However in summer there are no horse activities so the Hotel needs to find a way to sustain itself during summer. With this in mind:

- Past hotelier with F&B & entertainment background. We as a team develop this side of the business so have revenue streams in summer.
- Develop summer revenue streams.
- Excellent business acumen to deal with his department heads i.e. not a horse expert but creative solutions around what department heads say.
- Out of box thinker on sales & marketing opportunities for regular revenue streams.
- Very creative operationally i.e. desert hacking – a guide who knows about fauna & flora, feed the horse an apple at some stop, help remove saddles etc at end of ride – something to make the offering different.
- Develop department manager's business acumen skills i.e. discuss problems and solutions to operations & revenue streams.. Find sponsorships etc.

Operations Management

Project Planning & Development

Vendor Sourcing & Negotiating

P&L Management

Risk Management

Customer Relations & Satisfaction

Labor, Marketing Cost Controls

Inventory Control

Human Resources Management

Sales, Product, Market Analysis

Facility Management

Team Building & Staff Retention

Think 'out-of-the-box' (be creative, innovative)

Group General Manager

Moon Valley Hotel Apartment, Hotel Royal Falcon & Dubai Inter City Hotel.

April 2006 – December 2009 (3 years 9 months)Bur Dubai & deira, Dubai, UAE

TYPE OF HOTEL: 5 Star Dx & Deluxe Hotel Apartment Category

HOTEL INFORMATION: It Has Total 225 Room Inventories with),Bar -Be-Que, Couple of Bar & Multi cuisine restaurant with Coffee Shop of 150 Covers and 07 Clubs VIZ. INDIAN,PAKISTANI,KOREAN & IRANIAN...

Real Estate and Funding Source, Hotel Projects / Redevelopment & up-gradation, Operate on Management Contracts , Restaurant Designs , Branding , Operations , Brand development, web site traffic growth, web site UI and advertising revenue. Developed brand strategy and statistics systems. Strategic Consulting, including business plan & sales strategy development. Advising new businesses on formation of corporations and business structures, drafting privacy policies and structuring commercial transactions. Generated new development deals for a real estate development company that focuses on multi-family residential projects, including real-estate market analysis.

General Manager

SPEKE Group of hotels

July 2004 – April 2006 (1 year 10 months) Speke Tourist Hotel, Kampala, Uganda, East Africa

NAME AND ADDRESS :--Speke Tourist Hotel, Kampala, Uganda, East Africa

TYPE OF HOTEL: 5 Star Dx

HOTEL INFORMATION: It has about hundred Room inventories with three banquet halls and Multicuisine restaurant and cocktail bar.

Operations Management, Project Planning & Development, Vendor Sourcing & Negotiating, P&L Management, Risk Management, Customer Relations & Satisfaction, Labor, Marketing Cost Controls, Inventory Control, Human Resources Management, Sales, Product, Market Analysis Facility Management, Team Building & Staff Retention, Think 'out-of-the-box' (be creative, innovative)

Group Resident Manager

Nirula's (Hotel Unit)

February 2002 – July 2004 (2 years 6 months)

NAME AND ADDRESS OF THE; TYPE OF HOTEL: 4 Star Dx

HOTEL INFORMATION: Having total 140 Room Inventories in Noida/CP/Panipat The hotel with its perfect and grandiose structure is the ideal venue for hosting conferences, meetings, weddings, and other functions. It has an ideal mix of halls that can hold from 12 to 1000 persons,

Hotel offers 4 dining facilities on site from Coffee Shop to Formal Dining viz. FSR/Pastry shop/Home delivery/ODC etc

FOM (Officiated)

5*deluxe Hotel "THE BRISTOL "DLF area, Gurgaon, Haryana

January 2001 – January 2002 (1 year 1 month)

TYPE OF HOTEL: 5 Star Dx Hotel with 90 rooms , having an ARR of \$ 200/- and Rev Par \$185/- per day.

HOTEL INFORMATION: it comprises of 4 restaurant/ coffee shop/ 03 Bqt halls/ terrace garden/ Bar etc.

Lobby Manager

Hotel Clarks - shiraz

October 1999 – December 2000 (1 year 3 months)

NAME AND ADDRESS OF THE; TYPE OF HOTEL: 5 star hotel

HOTEL INFORMATION: having 250rooms with 3 rest., 3bqt halls, 01 bars, swimming pool/ health club etc. ..

F & B SUPERVISOR(CAPTAIN)

"Taj-View"(A Taj Leisure Unit),taj view road, agra .

July 1997 – October 1999 (2 years 4 months)

REPORTING TO RAJEEV NARAIN..

NAME AND ADDRESS OF THE; TYPE OF HOTEL: 5 star dlx hotel

HOTEL INFORMATION: having 100rooms with 2 rest.,2bqt halls,01 bars, swimming pool/ health club etc.

Volunteer Experience & Causes..Causes you care about:

- Animal Welfare ,Arts and Culture ,Economic Empowerment,Education,Environment
- Human Rights,Disaster and Humanitarian Relief,Science and Technology,Social Services

Organizations you support:

- Waste Management ,Momentum Worldwide

Courses

Saptagiri College Of Hotel Management, Kavour, Mangalore..

- Bachelor's in Hotel Management(BHM) (Passed with 67%)

AIMA -CME,Lodhi Road,ND-11003

- PGDM at par MBA (Passed with 85%)

Independent Coursework

- Annual Mgmt Seminar ,Managing Crisis Food H&S ,Upgrading Quality Guest Service
- Risk Assessment & Action Plan ,ISO 22000 ,Hotel Financial Planning ,World class Standards for a Worldwide Industry ,International HR Relations & The EU Legislation ,HACCP ,ISO 9001:2000 MQS ,Restaurant Marketing ,Profitability & Human Resources ,Behavioral Management ,Customer is our future ,Strategic Planning ,Empowerment of the Mgmt Team ,Strategic Options for change for SMEs ,Fire Training ,First Aid ,Train the Trainer. Group Training Techniques ,Managerial Accounting ,Development of Training Plans ,Team Building for improved performance ,Stock Control Ops & Mgmt ,Creation and exportation of business websites and e-commerce applications ,Social Media effective marketing ,Innovative e-commerce tourism

Skills & Expertise

- Resorts Pre-opening Hotels Hospitality Banquets Hotel Management
- Food & Beverage Tourism Hospitality Industry Hospitality Management
- Restaurants Sales Management Operations Management Rooms Division
- Opening Hotels Revenue Analysis Front Office Team Building
- Customer Satisfaction Yield Management Pre-opening experience Leisure
- Hotel Booking Budgets Cuisine Rooms Division. Fine Dining
- Guest Service Management Lodging Micros Travel Management Catering
- Online Travel Tour Operators Food Restaurant Management
- Menu Development Training Convention Services Property Management...
- Banquet Operations F&B Operations Menu Engineering Guest Recovery

- Cost Control Opera Spa Culinary Skills Staff Development Forecasting

Education

Master of Business Administration (MBA), AIMA -CME,Lodhi Road,ND-11003

Specialized in Marketing & Finance, A+ Year 1997 – 1999 *Activities and Societies: An Alumni of All India Management Association, Lodhi Road, New Delhi--110003*

BHM from Saptagiri College Of Hotel Management, Kavour, Mangalore..
FO/HK/SALES/F&B/ENGG./LAW/ECONOMICS/MANAGEMENT ETC...

First Class with 67% Year 1994 – 1997

ORGANIZATIONAL SKILLS: *Striving for excellence in the line of hospitality Domain. Our MBO is to achieve the Guest's Expectation with their Prior experiences.*

TRAINING PROGRAMMES ATTENDED: *TTT Prgramme .*

COMPUTER SOFTWARE AND APPLICATIONS KNOWN: *Expert*

ARTISTIC SKILLS AND COMPETENCES : *Expert*

APPRECIATION LETTERS/AWARDS/PRIZES RECEIVED : *Got National talent search award on 10th std./Got 1st prize in Inter college hotel Cricket Tournament held in Manipal. Got NTS/Got AIMA-Graduate member/NCC Camp.*