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**Hrishikesh V.Patwardhan**

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**Block No 21, Building No 17,**

**Anandnagar Park, Paud Road,**

**Kothrud, Pune - 411038.**

p\_hrishikesh@hotmail.com

Career Objective: To trail blaze in future by working in a challenging and

Competitive environment

Strengths : Confidence, Hard Work, Highly Determinative, Flexibility

**EDUCATION**

* ***B.Com from Mumbai University***
* ***Higher Secondary* from Model College of Commerce with 50% from Mumbai**
* ***Senior Secondary* in Greens English School with 57% from Mumbai**

**PROFESSIONAL**

***Diploma in Hotel Management (National Institute of Labour & Education Management)***

**WORK EXPERIENCE**

**Globaltrip Travels**

**(Family Owned Business)**

**May 2018 till date**

**Worked as General Manager, The Fern Silvanus Resort, Alibaug**

**October 2017 till January 2018**

## Achievements

Received **Quality & Service Excellence Award** from **AIRPAY** for maintaining **Quality, Standard and Services**

# Nature of duties:

* Looking after Guests needs and see that they are satisfied throughout their stay.
* Checking Billing, Check in Check Outs, Reservations, Co-ordination with other departments in having smooth function of hotel operations.

## Making Duty Roaster for FO Staff, Making reports, Meetings with Sales Department and Accounts Department regarding payments to be received.

**“Mango Hotels”**

* Worked As Unit Manager, Nagpur

December 2014 till April 2017

**“Panoramic Group of Companies”**

* July’12 till March ‘14
* Promoted as Operation Manager and was heading Groups Hotel in Shirdi, Todgarh (Rajasthan), Chail (Himachal Pradesh) , Malvan & Kodaikanal apart from being part of other Hotels too.
* Part of Take Over Team and Leading the Take Over Team to do the Setup of Existing Hotel as per Company Standards.
* Taking Inventory & Giving Requisition as per company standards.
* Working with ‘Graciano Cottages as Front Office Manager
* Looking after Guests needs and see that they are satisfied throughout their stay.
* Checking Billing, Check in Check Outs, Reservations, Co-ordination with other departments in having smooth function of hotel operations.

## Making Duty Roaster for FO Staff, Making reports, Meetings with Sales Department and Accounts Department regarding payments to be received.

* Supervision of House Keeping, Assisting Resident Manager in day to day operations

**Software used** – WIN HMS

“Hotel Biji’s Resort Lonavala

* October ’11 to Jun 12

Worked as Front Office Manager

# Nature of duties:

* Looking after Guests needs and see that they are satisfied throughout their stay.
* Checking Billing, Check in Check Outs, Reservations, Co-ordination with other departments in having smooth function of hotel operations.

## Making Duty Roaster for FO Staff, Making reports, Meetings with Sales Department and Accounts Department regarding payments to be received.

* Supervision of House Keeping, Assisting Resident Manager in day to day operations
* Looking after entire Hotel Operations in absence of General Manager

**“Citrus** **Chambers”**

* November'09 to till Jul’11

# Worked with Citrus Chambers, Mahabaleshwar as Rooms Division Manager

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# Nature of duties:

* Looking after Guests needs and see that they are satisfied throughout their stay.
* Checking Billing, Check in Check Outs, Reservations, Co-ordination with other departments in having smooth function of hotel operations.

## Making Duty Roaster for FO Staff, Making reports, Meetings with Sales Department and Accounts Department regarding payments to be received.

* Supervision of House Keeping, Assisting Resident Manager in day to day operations
* Looking after entire Hotel Operations in absence of General Manager

**Software used** –IDS

## Achievements

* Was one of the Team Member in getting No 1 ranking on tripadvisor.com web portal continuously for 8 months in Mahabaleshwar among 44 hotels. Started on 7th ranking when Hotel operations started in and in couple of months achieved No.1 ranking

**“Hotel Kalasagar**, **Pimpri”**

* October’08 till October'09

Worked as **Front Office Manager** with **Hotel Kalasagar**, **Pimpri**

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# Nature of duties:

* Looking after Guests needs and see that they are satisfied throughout their stay.
* Checking Billing, Check0In Check Outs, Reservations, Co-ordination with other departments in having smooth function of hotel operations
* Making Duty Roaster for FO Staff. , Making reports, Meetings with Sales Department and Accounts Department regarding payments to be received.
* Supervision of House Keeping

**Software used –IDS**

**“Phoenix & Park Orchid”**

# December 2007 till September 2008.

Worked as **Operation Manager** with **Phoenix & Park Orchid (Same Group)**

**Area Worked**: - Pune

**Nature of duties:**

* Looking after Guests needs and see that they are satisfied throughout their stay.
* Checking Billing, Check In Check Outs, Reservations, Co-ordination with other departments in having smooth function of hotel operations.
* Making Duty Roaster for FO Staff. , Making reports, Meetings with Sales Department and Accounts Department regarding payments to be received.
* Supervision of House Keeping
* Looking after all departments (Front Office, Housekeeping, F & B Service, F & B Production, Engineering, Stores & Security)

**Software used- It was a Tailor made Software know as Check –In**

**“Nanu Resorts”**

* December 2006 – August 2007

Worked as Asst.Front Office Manager

**Nature of Duties:**

* Looking after Guests needs and see that they are satisfied throughout their stay.
* Checking Billing, Check In Check Outs, Reservations, Co-ordination with other departments in having smooth function of hotel operations.
* Making Duty Roaster for FO Staff. , Making reports, Meetings with Sales Department and Accounts Department regarding payments to be received.
* Supervision of House Keeping

**“Gordon House”**

* March 2004- November 2006

Worked as Duty Manager (Front Office Incharge)

**Nature of Duties:**

* Looking after Guests needs and see that they are satisfied throughout their stay.
* Checking Billing, Check In Check Outs, Reservations, Co-ordination with other departments in having smooth function of hotel operations.
* Making Duty Roaster for FO Staff. , Making reports, Meetings with Sales Department and Accounts Department regarding payments to be received.
* Supervision of House Keeping

**Software used - Shawman**

**Personality Overview**

* Strong communication skills
* Optimistic and innovative approach in all walks of life.
* Believe in SMART work in spite of hard work.
* Keen to accepting challenges and react to the very best.
* Highly result-oriented, professional and enthusiastic.
* To drive out the best even from the worst.

**Computer Skills**

* Windows 98/2000/NT
* MS Office (Word, Excel, PowerPoint)
* Net Surfing

**Personal Details**

## Date of Birth: 06th NOVEMBER 1973

**Gender: Male**

**Father’s Name: Vasudeo Patwardhan**

**Hobbies: Travelling, Photography, Playing Chess**

**Languages known: Hindi, Marathi, English**

**Contact Number: 8459467285**