



PRAMOD DASHORA

Contact

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URL

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Key Skills:

- Professional leader Hotel & Resort Operations & Management.
- Advanced Human Resources Mgt. & Administrations.
- Team Coaching & Training.
- Strategist in Sales & Marketing & Revenue Management.
- F & B Administration.
- Hotel Pre-openings
- Brand management
- Business & Audits
- Assets Management.
- Dynamic P & L Management.

IT Skills

- Hands on with MS-word, Opera, power point, MS-Excel,

Professional Certifications:

Certificate in HR Management

- Berlin Germany. 2020

COVID - 19 "New Normal"

- Accor HOD's Trainer - 2020

Accor Académie

- The Coaching Clinic – 2016
- Crises Management - 2015
- RM Calculation 2014
- RM Charter – 2014

Carlson Hotels: USA

- Radisson Hotel - Revenue & online distribution Management 2007

Hospitality General Manager.

(Hotels | Resorts | Apartments | Tourism | Healthcare | Wellness)

Core Expertise's : 24 years | Strategic Management & Operations | Strategist - Business Management & Operations | Sales & Marketing | Customer satisfaction | Public Relations | Business Development | Profitability, Expenses, Audits, budgets | HR & Administration | Asset Management.

EX - Accor Hotels | ITC Hotels - Sheraton | TAJ Hotels | Radisson - Carlson Hotels | Golkonda Hotels.
Ph.D. Sabbatical work : – Zydus Hospital, Vadodara | The Vivaal Hotel & Resorts, Karnal.

Snapshots - Passionate, holistic & healthcare hotelier, Master's in business, Tourism, and hospitality, Qualified and consistent performer, Seasoned hospitality professional, astute, ethical, possess business acumen, results-oriented with 2 decades of rich experience in the hospitality industry (7 years in front line hotel operations, 10 years as Head- Sales & Marketing, Corporate Sales & Administration and 8 years as Hotel General Manager) with a proven track record of streamlining hotel operations, administration, revenue management, and profitability.

COVID 19

Sabbatical | Ph.D. Scholar | Aug. 2020 – Sept. 2024 | Hospitality Projects

- ✓ **General Manager** **June 2022 – Mar. 2023.**
The Vivaan Hotel & Resorts | Karnal, Haryana, India.
- ✓ **Hospitality General Manager - L1** **Sept. 2021 – Feb. 2022.**
Zydus Hospitals | Ahmadabad, Vadodara, India.

CAREER HISTROY

General Manager - Accor Hotels. **Oct. 2018 – July 2020.**

Grand Mercure Vadodara | Vadodara, Gujarat, India.

Key Responsibilities :

A unit head to Lead **highest revenue Generating hotel of Vadodara with 140 Rooms , 35000 sft Banquets & Conferencing space**, leading a team of 16 HOD's and 252 strong service professionals.

- Prepare hotel budgets, and set short- and long- term strategic goals for the hotel.
- Review daily reports and financial statements to determine hotel operations performance against budget. Ensure costs are controlled and revenue opportunities are effectively sourced and delivered.
- Managed ongoing profitability, ensuring revenues, and guest satisfaction targets are met and exceeded.
- Lead in all aspects of business planning, Comply with and exceed Grand Mercure Brand and Service Standards, Coach and supports operations team (HOD & Managers) to effectively manage business, rate & occupancy, Salary, wages and controllable expenses.
- Hold regular briefings and communication meetings with the HOD team. Communicates a clear and consistent message regarding departmental.
- Reviews guest feedback, and ensures appropriate corrective action is taken.
- Responds to guest feedback received online or through comment cards, emails and letters. Handles guest problems and complaints.
- Review and managed all key property issues including projects work, customer service, and refurbishment.
- Respond to various management audits to ensure continual improvement is achieved Over see's property wide scheduling of reporting departments.
- Ensure the safety and well being of our Guests and Staff by in the development of Health & Safety Responsibilities
- Hiring, Final Interviews and assists in making hiring decisions.

Achievement

- ✓ **Professional Success** : GOP 34% , RPS 86.45 Pts , MPI 1.04 Pts, AGI 85Pts , ARI 85Pts, Resavison 90%
- ✓ 2018-19: Sponsorship winner of MG Motors Vadodara Marathon with engagements of 10,00,000 Runners
- ✓ Successful Worked on new idea brand banqueting - **Grand Vivah**- "Launch of the hotel revamped social banqueting".
- ✓ 2018-19: Proudly served President of India Mr. Ramnath Kovind with excellence at "Statue of Unity", In-flight catering for Prime minister of India Mr. Narendra Modi, Ex Defence Minister of India Ms. Nirmla Sitaraman

Education:

Ph.D. Scholar - 2021-2024.

Janardan Rai Nagar Rajasthan Vidyapeeth University – Udaipur.

PG. DTHM, Srinivas College of Hotel Management. Mangalore University.

PG. DIB, Commerce College M.L. Sukhadia University: Udaipur.

MBA(Marketing / Human Resources) University of California: Newport: USA.

IHM (Diploma)& FCI, Udaipur. Hotel Management Specialised in Front Office Operations & Hotel Accounts.

Bachelor of commerce (H) M.L. Sukhadia University: Udaipur.

My Projects:

- Projects: “Managing Human Resources in the New Millennium” 2001 -2002
- Projects: “Contribution of Travel & Tourism to Foreign exchange earning in India” 2000 -2001
- Projects: “Demand estimation of Pager and Paging services in Bhilwara, Rajasthan - Market Survey”- 1999 -2000
- Projects: “Marketing of Hotels & Services through Front Office Department” - 1995 - 1997
- Projects: “Training Manual” for Front Office Department at The Lake Palace Udaipur - 1992.

My Strength:

- Focused, committed, and a strong professional team player. Follow Hospitality business with discipline.
- Good Communication skills, Relationship building, Adaptability, Patience, and applying Logical Mind in Crisis.
- Handle work pressure effectively, straightforwardly, and with open-mind.
- I wish to see anything through and to learn from anything to everything with a practical approach.

My Weakness:

- Restlessness, Humble and Humanity.

My Language:

- English, Hindi, Gujarati, Marwari

General Manager - Accor Hotels.

Sept. 2016 – Oct. 2018.

Ibis Hotel | Jaipur, India.

Key Responsibilities:

Team Leader - Hotel Operations Management | Budget | Financial Reviews | Brand alignment | Operations Audits | Administration | Director for Sales & Marketing | Conferencing | Business Development | Guest Feed Back | Revenue Management | Asset Management | Business with Domestic & Foreign Tour Operators - Leisure Tourism Management.

- Managed Hotel with 146 Rooms with 7 HOD and 4 supporting managers with 65 team members.
- Directly responsible for handling all day to day operations i.e. Front Office, F & B , Sales & Marketing, Revenue Management, and Public Relations.
- Developed strong relationship between owners and operating company.

Achievement:

- Hotel GOL turned in to GOP : PWC Audit – 98% : Hygiene Audit – 92% : HSE Audit – 85%
- Revenue Growth over 2016 -17 by Rs. 13%, GOP Growth over 2016 by 143 %, ARR Growth over 2016 by 17%, Rev Par growth over 2016 by 17%
- Flow Thru against LY (2016 - 2017): (EOM): 49%
- ✓ 2017-18: Recognized in Excellence for payroll Management – Economy Hotels by AAPC - INDIA.
- ✓ 2017-18: Hotel Awarded with corporate Super Star award (KURJA) from Color Plus for empowering women in hospitality work place.
- ✓ 2017-18: Best hospitality person award from IIHM Hospitality School.

General Manager - Accor Hotels

Mar. 2015 – Sept. 2016.

Ibis Hotel | Nasik, India.

Key Responsibilities:

Being General Manager, I was in charge for 123 Rooms & Conferencing, revenue growth, operations, upkeep, positioning of the hotel along with maintain the effective cost management.

- Managing the Unit with 5 HOD and 4 supporting managers with 65 team members.
- Directly responsible for handling all day to day operations i.e. Front Office, F & B , Sales & Marketing, Revenue Management, and Public Relations.
- Worked closely with Sales team and made hotel no-1 in its competition set.
- Developed strong relationship between owners and operating company.

Achievement:

- Hotel Stands at No- 1 in MPI, RGI and ARI in its competition set of hotels.
- GOP exceeded in 2015 by 41 % over the last year 2014.
- VOG/ NPS Scores at 54Pts. Achieved highest in “IBIS hotels” in India.
- Trip Advisor ranking at No 3 in Nashik.
- Flow thru 75% and cost retentions against budget 61%.
- Excellent upkeep and maintenance of the property with best possible practices.
- Developed strong relationship between owners and operating company.
- ✓ 2015-16: Customer Choice Awards (Booking.com).
- ✓ 2015-16: Best Mid-Market Business Hotel (West India Travel Awards, Pune)
- ✓ 2015-16: Consistent “Winner of Excellence” in trip Advisor Ranking last 5 years from 2011 onwards.

General Manager - Accor Hotels

Aug. 2012 – Mar. 2015.

Mercure Hotel | Hyderabad, India.

Key Responsibilities:

As a unit head, I had provided leadership to position the company at the forefront of the industry. Developed a strategic plan to advance the company's missions and vision. Promoted revenues, profitability and growth as an organization. Oversaw operations to ensure production efficiency, quality service, guest retention and cost effective management of resources.

- Managing the Unit with 6 HOD and 4 supporting managers with 127 team members.
- Handled daily hotel operations, closely monitored top line revenues and rationalize expenses along with every HOD and given stable profitability to the unit.
- Worked closely with Sales team and made hotel no-1 in its competition set.

Achievements.

- Trip Advisor Ranking 34 / 438 Hotels in Hyderabad.
- Developed strong relationship between owners and operating company.
- ✓ 2012-13: Business Hotel of the year. (Golden Star Award)
- ✓ 2012-13: Hospitality Leadership Excellency award (Golden Star Award)
- ✓ 2013-14: Best Vegetarian Hotel award - Andhra-Pradesh. (South India tourism Awards)
- ✓ 2013-14: Best Price Business Hotel of the year. (Hospitality India Award)

My Interest & Hobbies:

- I am very fond of Cooking. I love cooking traditional Indian Vegetarian Food.
- Indian vegetarian Food Recipe Designer | Food Stylist.

General Manager - Concept Hospitality

Apr. 2012 – Aug. 2012.

The Fern Citadel | Bangalore, India.

Key Responsibilities:

Managing Hotel Operations | HR - Administrations | Profitability | Sales & Marketing | Owner Relations | Business Risk Analysis | Brand Compliance

- Handled 14 HOD and 180 Team members. Revamp the Hotel Team and its operations with 154 members.
- Primarily responsible for operations set up and development of sales & marketing regional office in Bangalore.
- Consistency in business growth delivered and introduced New Eco friendly amenities for guest usages.
- Increase the Asset value by aggressive upkeep and maintenance of the hotel.

Other work experiences

Director of Sales & Marketing - Golkonda Hospitality Feb. 2011 – Mar. 2012.

- Golkonda Hotel | Hyderabad, India.
- Golkonda Resort | Hyderabad, India.

Achievements

- ✓ 2011-12: Best Hyderabadi Biryani Award (Times of India Group)
- ✓ 2011-12: Best Business Hotel (IITM at Bangalore and Hyderabad)
- ✓ 2011-12: Best 4 Star Business Hotel Awarded (A. P. Tourism).
- ✓ 2011-12: Best Business hotel award (Golden Star award).

Resident Manager / RDM –Elecon Hospitality

Feb. 2010 – Feb. 2011.

Madhubhan Resort & Spa - Anand, Gujarat, India.

Sales & Marketing Manager - ITC Hotels Limited

Jun. 2009 – Feb. 2010.

- Fortune Select Metropolitan - Jaipur, India.
- Fortune Park Bela-Casa – Jaipur, India.

Director – Sales & Marketing

Apr. 2009 – Jun. 2009.

St. Larn Hotel & towers - Ahmadabad, India. (Now WelcomHotel)

Associate Director: Sales & Revenue Generation.

May 2005 – Apr. 2009.

Radisson Blu Plaza Resort & Spa – Udaipur, India.

Country Inn & Suites By Carlson – Jaipur, India. (Now Radisson)

Achievements.

- ✓ 2006-08: Various Bravo Award winner from GM office and Carlson Hotels Asia Pacific - Singapore Office.
- ✓ 2007-08: CIS - Jaipur (Now Radisson) was awarded the “Carlson Hotels President’s award” in the Carlson’s Global Business Conference at Las Vegas for displaying outstanding sales & marketing efforts, high level of commitment to guest service, and exceptional financial success.

Sales & Marketing Manager - ITC Hotels Ltd.

Dec. 2002 – Apr. 2005.

WelcomHotel Rama International - Aurangabad. India

Asst. Manager – Sales

Jun. 2002 – Nov. 2002.

The Pride Hotel - Nagpur. India

Asst. Manager – Sales & Network Development

Jan. 1997 – Jun. 2000.

Punwire Mobile Communications Ltd – Mohali – Punjab - India.

Hotel Operation Executive - Taj Group of Hotels

Jun. 1995: Sept. 1996.

The Lake Palace - Udaipur. INDIA (MBA Internship)

Front Office Operations – ITC Hotels Ltd.

Aug. 1992 – May 1995.

Front Office | Sales | Finance

ITC Welcomgroup Rajputana Palace Sheraton - Jaipur, India

Finance & Audit Assistant

Nov. 1990 – May 1991.

CA - R. L. Kunwat & Company - Tax Consultant & Advisor, Udaipur.