

# KISHOR VINAYAK MHASKE



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## SKILLS :

### Core Competencies

- ~ Teaching / Lecturer
- ~ Front Office Operations
- ~ House Keeping
- ~ Food & Beverage Operation
- ~ Revenue Management
- ~ Quality Operations
- ~ Relationship Management
- ~ Business Development
- ~ Liaison/Coordination
- ~ Team Management
- ~ Training & Administration
- ~ Safety Management
- ~ Compliance Management

- Dynamic and result oriented professional offering experience in Hospitality Industry across Operations, Guest Relationship Management, Quality Management and Training, currently functioning as Senior Lecturer – Front Office with D Y Patil University ( School of Hospitality and Tourism Studies) Mumbai.
  - Proven ability in consistently streamlining operations by utilizing & implementing processes that meet company standards and clients' needs, thereby ensuring profitability, quality and excellent customer service.
  - Hands on experience in developing procedures, service standards and operational policies, planning & implementing effective control measures to reduce running costs.
    - ⇒ Proven ability to provide a high level of Customer Service surpassing market standards and maintain healthy relationship with peers and competitors.
    - ⇒ Well versed in management of cross-functional teams; deep understanding of quality management in a services environment.
  - High-level leadership and mentoring ability. Excellent interpersonal and communication skills
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## KEY ACCOMPLISHMENTS

- Awarded as “Manager of the Month” in May 2012.
- Successfully completed extensive Butler training conducted by Mr. Stephen Hurst of Buckingham palace, London.
- Awarded as Best Employee of the Month for October 1995 & Oct 2001 and nominated as Best Employee for July 2002.
- Recipient of Long Service Awards after 5 and 10 years of service.
- Trained in Life Saving Skills Fire safety, First aid and precaution.
- Certified in “Train the Trainer” sessions at The Leela Kempinski, Mumbai.
- Certified as Proficient in Front Desk up selling.
- Recipient of appreciation letters from guests and Hotel Management.
- Certified in Customer Relationship Management at The Leela Kempinski, Mumbai.
- Successfully completing training program on “Winning Guest Loyalty in the Frontline”.
- Certified in Civil Defense & Basic Disaster Relief conducted by Civil Defense Corps, Government of Maharashtra.
- Instrumental in setting up Rooms Control Section at the Front Office.

## **PROFESSIONAL EXPERIENCE**

**D Y Patil University.**  
**( School of Hospitality and**  
**Tourism Studies)**

**Senior Lecturer –**  
**Front Office**

**Aug 2014 till date**

### **ACCOUNTABILITIES:**

- Conducting lectures and practical's on Hotel Front Office.
  - Monitor individual student's progress and encourage them.
  - Assess and identify needs for changes in curriculum and recommended suggestions and ideas for improvement.
  - Responsible for upgrading the front office department.
  - Co-ordination between students, staff and Head office.
  - Conducting workshops on Personality development and grooming.
  - Accompanying students on industrial visits.
  - Planning and facilitating curriculum to prepare students for the industry challenges.
  - Motivating and counseling students in areas of behavior, personal growth and study habits.
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**The Leela, Mumbai**

**Duty Manager – Front Office**

**Apr 2014 till July 2014.**

### **ACCOUNTABILITIES:**

- **Lead the Front office team towards achieving the highest standards of guest's services and give both our internal and external customers a sense of belonging.**
  - Ensure that all the Brand Standards are followed.
  - Monitoring front office personnel to ensure guests receive prompt, cordial attention and personal recognition.
  - Monitor Front Office, and particularly Guest Relations personnel, to ensure repeat guests and other VIPs receive special attention and recognition and are met by self personally
  - Compile statistics for front office and provide reports relating to that area
  - Maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of self and departmental employees
  - Conduct comprehensive monthly departmental meetings to include a review of procedures and events which warrant special handling and detailed information.
  - Prepares efficient work schedule for Front Office Staff, arranging holidays and vacation, taking into consideration projected occupancy and forecasts and any large group movements, especially those with early or late arrivals or departures.
  - Diagnose problems and thoroughly analyze information to guide decision making
  - Evaluate and assimilate critical information when reaching conclusions and make logical, competent decisions.
  - Guest complaint redressal within 24 hours.
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**The Leela, Mumbai**

**Asst. Manager – Front Office**

**Mar 2007 –Apr 2014.**

### **ACCOUNTABILITIES:**

- Ensure smooth functioning of front office operations including front desk, guest relations, billing and concierge.
- Maximize customer satisfaction through high quality service and prompt resolution of issues.
- Review operational working standards and implement process improvement initiatives aimed at enhancing guest satisfaction levels.

- Liaise with various departments like Housekeeping, Engineering, Sales, Revenue Management, Reservations, Catering Sales and Accounting to ensure comfortable stay for guests.
  - Spearhead various operational functions like pre-shift briefings, room allocation, cash transactions, up selling, upgrades and guest high balance.
  - Conduct training sessions for Front Desk Associates and render performance feedback to associates and supervisors based on requirements.
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**The Leela, Mumbai - Royal Club**

**Nov 2002 – Feb 2007**

**Assistant Manager, Aug 2005 - Feb 2007**

**ACCOUNTABILITIES:**

- Spearheaded operations related to Front Office and Food & Beverage.
  - Ensured high quality service for guests in coordination with various departments like Housekeeping, Engineering, and Sales. Revenue Management, Reservations, Catering Sales and Accounting.
  - Planned and implemented training programs for existing employees and new recruits.
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**Team Leader, Mar 2003 – July 2005**

**ACCOUNTABILITIES:**

- Functioned as member of the pre opening team.
  - Managed guest reservations, registration, billing, food & beverage and conducted training sessions in Bar Operations, Cocktails, Mock tails, Opening & closing of bar, inventory, requisitioning & tracking of costs and devising plans to enhance revenue.
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**PREVIOUS ASSIGNMENTS:**

- Concierge Executive, The Leela , Mumbai, Jun 2002 - Feb 2003
  - Senior Bell Captain, The Leela , Mumbai, Apr 2001 - May 2002
  - Bell Captain, The Leela , Mumbai, Apr 1992 - Mar 2001
  - Bell Boy, The Leela , Mumbai, Jan 1989 – Mar 1992
  - Trainee Steward, The Leela , Mumbai, Jan 1988 – Dec 1988
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**EDUCATION:**

- **BA (History),Institute of Correspondence Education** ( University of Madras, 1998)
  - **Certificate Course in Hotel Catering Management**, Institute of Hotel Management, Catering Technology & Applied Nutrition, 2000
  - **Diploma in Computer Science**, Indo German Educational Fund, 2001
  - **Masters Degree in Tourism Management (MTM),from Madurai Kamaraj University ( Directorate of Distance Education)**
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**PERSONAL DETAILS:**

**Date of Birth:** 04<sup>th</sup> October 1969

**Languages Known:** English, Hindi & Marathi

**References:** Available on Request.