

ANAND KUMAR SHRIVASTAVA

Hotel General Manager | Corporate Hospitality Leader | Multi-Property Operations | Revenue & F&B Management

📍 [Chourai, Chhindwara, Madhya Pradesh, India](#)

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PROFESSIONAL SUMMARY

Results-driven Hospitality Professional with 20+ years of progressive leadership experience in hotel operations, luxury hospitality, food & beverage management, banquet operations, corporate hospitality, revenue optimization, and multi-property management. Proven expertise in leading full-scale hotel operations across luxury hotels, convention centers, premium banquets, restaurants, nightlife venues, and corporate hospitality businesses.

Extensive experience in managing Front Office, Housekeeping, Food & Beverage, Banquet Operations, Kitchen, Engineering, Sales & Marketing, Procurement, Revenue Management, Finance, HR, Guest Relations, and Property Maintenance while consistently delivering exceptional guest experiences and sustainable business growth.

Demonstrated success in driving profitability through strategic budgeting, P&L management, cost optimization, occupancy improvement, revenue enhancement, vendor negotiations, and operational excellence. Strong background in developing high-performing teams, implementing SOPs, maintaining statutory compliance, ensuring quality assurance, and achieving organizational objectives.

Experienced in handling VIP guests, corporate clients, destination weddings, social events, conferences, exhibitions, and large-scale banquets, with expertise in menu engineering, event planning, pricing strategies, client relationship management, and cross-functional coordination.

Recognized for building customer-centric cultures, improving operational efficiency, strengthening brand reputation, optimizing resources, and delivering measurable business results in highly competitive hospitality environments.

Committed to creating exceptional guest experiences while maintaining operational excellence, financial discipline, employee engagement, and long-term organizational growth.

CORE COMPETENCIES

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| • Hotel Operations Management | • Guest Experience Management | • Training & Coaching |
| • General Hotel Administration | • Customer Satisfaction | • Conflict Resolution |
| • Multi-Property Operations | • Front Office Operations | • Client Relationship Management |
| • Luxury Hotel Management | • Housekeeping Management | • Corporate Account Management |
| • Hospitality Operations | • Engineering & Maintenance Coordination | • OTA Management |
| • Strategic Business Planning | • Vendor Management | • Pricing Strategy |
| • Revenue Management | • Procurement & Inventory Control | • Menu Planning |
| • Profit & Loss (P&L) Management | • SOP Implementation | • Menu Costing |
| • Budget Planning & Financial Control | • Hotel Compliance & Legal Regulations | • Hospitality Marketing |
| • Cost Optimization | • Fire & Safety Compliance | • Social Media Promotions |
| • Business Development | • Quality Assurance | • Risk Management |
| • Sales Strategy | • Staff Recruitment | • Business Process Improvement |
| • Occupancy Growth | • Talent Development | • Cross-Functional Team Leadership |
| • Food & Beverage Operations | • Leadership & Team Building | • Decision Making |
| • Banquet Operations | • Performance Management | • Problem Solving |
| • Event Management | | • Stakeholder Management |
| • Conference & Wedding Management | | • Operational Excellence |

PROFESSIONAL EXPERIENCE

HOTEL GENERAL MANAGER – Corporate Operations

March 2025 – Present

91 Hotels | Jaipur & Gurugram, India

Key Responsibilities & Achievements

- Direct end-to-end operations of a multi-department hotel including Front Office, Housekeeping, Food & Beverage, Engineering, Maintenance and Guest Services while ensuring seamless day-to-day business operations.
- Lead operational planning to maximize guest satisfaction, service quality, operational efficiency and profitability across the property.
- Manage departmental heads by setting KPIs, reviewing performance and implementing continuous operational improvements.

- Drive hotel revenue through occupancy optimization, rate strategy, corporate business development and enhanced guest experience initiatives.
- Prepare and monitor annual operating budgets, departmental expenses and profitability while maintaining strict cost controls.
- Oversee complete Food & Beverage operations including restaurants, banquets and outdoor catering to improve revenue and customer satisfaction.
- Ensure strict compliance with hotel SOPs, statutory regulations, health & safety policies, hygiene standards and licensing requirements.
- Coordinate with procurement teams and vendors for timely purchasing, inventory availability and quality assurance.
- Handle VIP guests, corporate clients and guest escalations with prompt resolution to maintain premium hospitality standards.
- Work closely with Sales and Marketing teams to increase occupancy, banquet business and corporate partnerships.
- Supervise maintenance activities and asset management to ensure excellent property condition and uninterrupted guest services.
- Analyze operational reports, guest feedback, financial performance and service metrics to implement data-driven improvements.
- Mentor department heads through coaching, performance reviews and leadership development programs to build high-performing teams.

CORPORATE F&B OPERATIONS & EVENT MANAGEMENT

Along with hotel operations, responsible for coordinating Food & Beverage operations across Gurgaon properties while ensuring successful execution of premium corporate and social events.

Event Planning & Operations

- Lead planning and execution of weddings, corporate events, conferences, exhibitions and premium social functions.
- Coordinate directly with clients to understand business requirements, event expectations and customized service preferences.
- Design detailed event execution plans including venue layouts, guest flow, service standards and operational timelines.
- Ensure flawless coordination between Sales, Banquet Operations, Kitchen, Engineering, Housekeeping and Front Office teams.

Menu Planning & Revenue Optimization

- Develop customized banquet menus in collaboration with Executive Chefs based on client requirements and event categories.
- Perform menu engineering, pricing strategy and food costing to maximize profitability while maintaining premium quality standards.
- Recommend innovative food and beverage concepts to increase banquet revenue and improve guest experience.

Banquet Operations Management

- Supervise complete banquet setup including décor, buffet presentation, seating arrangements, audio-visual requirements and service execution.
- Ensure all banquet operations follow brand standards, SOPs and quality benchmarks.
- Monitor event execution from planning to completion while maintaining exceptional service quality.

Client Relationship Management

- Act as the primary point of contact for VIP guests and corporate clients during events.
- Handle last-minute operational changes, special requests and executive-level guest requirements efficiently.
- Build long-term client relationships through exceptional service delivery and proactive communication.

Revenue & Cost Management

- Maximize banquet profitability through strategic upselling, cross-selling and optimized package planning.
- Monitor food cost, beverage cost, wastage control and operational expenses to improve overall profitability.
- Ensure accurate billing, documentation and financial closure for every event.

Team Leadership

- Plan manpower allocation based on event size and operational requirements.
- Conduct staff briefings, grooming inspections and operational training before every major event.
- Develop a performance-driven culture focused on teamwork, accountability and guest satisfaction.

Compliance & Quality Assurance

- Ensure complete adherence to food safety regulations, hygiene protocols, fire safety norms and statutory compliance.
- Monitor cleanliness, operational readiness and service quality across banquet and hospitality operations.
- Maintain inventory of banquet equipment, crockery, cutlery, linen and operational assets while minimizing losses and ensuring proper maintenance.

HOTEL GENERAL MANAGER

January 2022 – February 2025

Hotel City Centaur International | Bengaluru, Karnataka

Property Profile: 120-Key Business Hotel with Convention Centre

Key Responsibilities & Achievements

- Directed complete hotel operations across Front Office, Housekeeping, Food & Beverage, Kitchen, Banquets, Engineering, Security, Sales, Finance and Human Resources.
- Managed overall hotel profitability by implementing revenue enhancement strategies, expense optimization initiatives and operational excellence programs.
- Prepared annual business plans, operating budgets, forecasting models and departmental financial targets to achieve sustainable business growth.
- Reviewed daily operational reports, occupancy trends, ADR, RevPAR, guest feedback and financial performance to support strategic decision-making.
- Ensured consistent compliance with brand standards, hotel SOPs, statutory regulations, fire safety guidelines and quality assurance policies.
- Led capital improvement projects, hotel renovations and preventive maintenance initiatives to enhance guest experience and operational efficiency.
- Worked closely with Sales & Marketing teams to increase corporate business, room occupancy, banquet revenue and customer retention.
- Strengthened online brand visibility by coordinating digital marketing campaigns and promotional activities.
- Managed procurement activities including vendor negotiations, supplier performance, inventory planning and purchasing controls.
- Collaborated with HR for workforce planning, recruitment, onboarding, succession planning and employee development.
- Established measurable KPIs for department heads while conducting regular performance reviews and operational audits.
- Resolved complex guest concerns and service escalations through proactive customer relationship management.
- Maintained complete ownership of guest satisfaction, online reputation management and service recovery initiatives.
- Ensured compliance with Occupational Health & Safety regulations, statutory licenses, food safety requirements and legal documentation.
- Improved cross-functional collaboration between departments to achieve seamless operational execution and enhanced guest satisfaction.
- Supported business growth through strategic planning, cost optimization and continuous process improvement initiatives.

Core Functional Expertise

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|----------------------------------|-----------------------------------|---------------------------|
| • Hotel Operations Management | • Corporate Sales Support | • Compliance Management |
| • Revenue Management | • Guest Experience Management | • Hospitality Marketing |
| • Budgeting & Forecasting | • Banquet Operations | • Operational Audits |
| • Profit & Loss (P&L) Management | • Team Leadership | • Performance Improvement |
| • Cost Optimization | • Procurement & Vendor Management | |
| • Business Development | | |

HOTEL GENERAL MANAGER

February 2020 – November 2021

Hotel Almeida (Earlier Regenta Almeida) | Zirakpur, Chandigarh

Property Profile: Luxury 4-Star Hotel | 78 Keys | Premium Banquet Facilities

Key Responsibilities & Achievements

- Managed complete operations of a luxury business hotel while ensuring exceptional guest satisfaction and operational excellence.
- Led Front Office, Housekeeping, F&B, Kitchen, Engineering, Security, Sales and Administration teams to achieve organizational goals.
- Implemented standardized operating procedures that improved service consistency and operational efficiency.

- Developed annual operating budgets, monitored departmental expenses and implemented cost-saving initiatives without compromising service quality.
- Managed hotel profitability through effective pricing strategies, revenue management and business development initiatives.
- Coordinated with ownership and senior management to achieve financial, operational and customer satisfaction objectives.
- Directed recruitment, employee engagement, leadership development and succession planning across departments.
- Built a strong performance-driven culture through coaching, mentoring and continuous staff training.
- Managed hotel operations successfully during the COVID-19 period by implementing safety protocols, business continuity plans and maintenance strategies.
- Oversaw preventive maintenance activities to preserve hotel assets and ensure uninterrupted business operations.
- Worked closely with Sales teams to strengthen corporate relationships, increase occupancy and generate banquet business.
- Managed procurement processes, supplier relationships and inventory controls for efficient hotel operations.
- Ensured complete compliance with hospitality regulations, food safety standards, fire safety policies and statutory requirements.
- Led complaint resolution, service recovery and guest relationship initiatives to improve guest loyalty and online reputation.
- Conducted regular departmental meetings, operational reviews and quality audits to drive continuous improvement.

Major Areas of Expertise

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|--------------------------------|---------------------------------|--------------------------------|
| • Luxury Hotel Management | • Cost Control | • Health, Safety & Compliance |
| • General Hotel Administration | • SOP Implementation | • Property Maintenance |
| • Hospitality Leadership | • Team Development | • Corporate Client Management |
| • Financial Planning | • Guest Relationship Management | • Crisis & Risk Management |
| • Revenue Optimization | • Vendor & Contract Management | • Business Process Improvement |

OPERATIONS HEAD

April 2019 – January 2020

Lazy Shack (Rebranded as ZEEK) | Chandigarh, India

Property Profile: Premium Night Club & High-End Pub | 220 Covers | Live Entertainment Venue

Key Responsibilities & Achievements

- Directed complete outlet operations including restaurant, bar, live entertainment and guest experience management.
- Supervised daily operations by coordinating with Outlet Manager, Bar Manager and Executive Chef to ensure smooth service delivery.
- Managed liquor inventory, stock reconciliation, beverage costing and inventory control to minimize losses and maximize profitability.
- Planned and executed high-profile corporate events, private parties, celebrity nights and weekend entertainment programs.
- Developed event packages, menu combinations and promotional campaigns to increase revenue and customer engagement.
- Coordinated artist management, entertainment scheduling and event logistics for premium guest experiences.
- Ensured compliance with liquor licensing regulations, food safety standards and statutory operational requirements.
- Maintained high standards of hygiene, bar operations, food quality and customer service.
- Recruited, trained and mentored service staff while maintaining grooming, discipline and operational excellence.
- Worked closely with security teams to ensure guest safety and smooth crowd management during large-scale events.
- Approved procurement of liquor, beverages, consumables and operational supplies.
- Managed glassware, crockery, equipment inventory and asset maintenance to reduce operational losses.

FOUNDER & OWNER

July 2018 – March 2019

Shriyum Fine Dine Vegetarian Restaurant | Mohali, Punjab

Key Responsibilities & Achievements

- Established and managed a premium fine-dining vegetarian restaurant with banquet facilities.
- Designed complete business operations including restaurant setup, staffing, procurement, menu development and customer service standards.
- Managed budgeting, operational planning, vendor negotiations and financial control.
- Developed marketing strategies that successfully established the restaurant as a recognized dining destination in the Tricity region.
- Built strong customer relationships through personalized service and high-quality dining experiences.

- Managed restaurant profitability, inventory control, food costing and daily business operations.
- Successfully hosted private parties, family celebrations and premium social gatherings.
- Oversaw recruitment, staff training, scheduling and performance management.
- Business operations were discontinued due to legal disputes related to the leased premises despite achieving strong customer recognition.

HOTEL GENERAL MANAGER OPERATIONS

May 2014 – January 2018

Hotel City Centaur International | Bengaluru, Karnataka

HOTEL OPERATIONS MANAGER

August 2012 – April 2014

Key Responsibilities & Achievements

- Managed daily hotel operations across Front Office, Reservations, Housekeeping, Banquets, Food & Beverage and Guest Services.
- Led cross-functional teams to ensure operational excellence and superior guest satisfaction.
- Managed OTA pricing strategies, room inventory and revenue optimization to maximize occupancy and profitability.
- Coordinated banquet operations, conferences, weddings and corporate events from planning through successful execution.
- Supervised reservations, proposals, quotations, contracts and billing processes for individual and group bookings.
- Maintained strong relationships with travel agencies, corporate clients and event organizers.
- Managed advance payments, billing verification and financial documentation for corporate and travel partners.
- Developed annual sales initiatives in collaboration with Sales & Marketing teams to increase room and banquet revenue.
- Monitored guest feedback, online reputation and service quality while implementing continuous improvements.
- Supervised banquet scheduling, manpower planning, menu coordination and event execution.
- Conducted operational meetings, departmental briefings and performance reviews to improve operational efficiency.

FOOD & BEVERAGE OPERATIONS MANAGER

January 2008 – July 2010

Herbs & Spices Corporate Catering | Gurugram, Haryana

FOOD & BEVERAGE SUPERVISOR

August 2006 – December 2007

Key Responsibilities & Achievements

- Managed end-to-end food production and catering operations for multiple corporate clients.
- Planned weekly cyclic menus while ensuring nutritional balance, quality standards and client satisfaction.
- Supervised food preparation, quality assurance, packaging and timely dispatch of large-volume corporate meals.
- Managed breakfast, lunch, dinner and special event catering operations.
- Coordinated manpower planning, shift scheduling and workforce allocation for smooth service delivery.
- Maintained strong client relationships through regular communication and prompt resolution of service concerns.
- Managed reservations and execution of corporate events, business meetings and fine-dining functions.
- Maintained corporate client databases, service records and operational documentation.
- Controlled inventory, monitored stock movement and prepared daily operational and sales reports.
- Conducted operational visits to client locations to ensure consistent service quality and customer satisfaction.
- Implemented food safety practices, hygiene standards and quality control procedures across operations.

EDUCATION

- **Master of Business Administration (MBA) – International Hospitality Administration & Core Management**

HTMi – Hotel & Tourism Management Institute, Sörenberg, Switzerland | 2011–2012

- **Bachelor of Hotel Management**

National Institute of Hotel Management (NIHM), Dehradun | Open System Leadership University, Washington

- **Diploma in Hospitality & Catering Services**

National Institute of Hotel Management (NIHM), Dehradun

- **Specialization – Bar & Beverage Management**

American Hotel & Lodging Association (AHLA)

- **Specialization – Food & Beverage Services**

American Hotel & Lodging Association (AHLA)

- **Senior Secondary (CBSE)**

Radiant Public School, Raipur, Chhattisgarh

PROFESSIONAL TRAINING

- Train the Trainer – Management Development Program

- Property Management System (PMS) Training
- Joy of Work – Creative Manager Program
- Socialnomics – Digital & Social Media Marketing
- Industrial Training – The Bristol Hotel, Gurugram
- International Internship – The Kerala Restaurant, Zurich, Switzerland

CORE SKILLS

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|----------------------------------|---------------------------------------|------------------------------------|
| • Hotel Operations Management | • Engineering Coordination | • Performance Management |
| • Multi-Property Operations | • Guest Experience Management | • Customer Relationship Management |
| • Luxury Hospitality Management | • Revenue Optimization | • Complaint Resolution |
| • Revenue Management | • Corporate Sales Support | • Quality Assurance |
| • Profit & Loss (P&L) Management | • Vendor & Procurement Management | • Fire & Safety Compliance |
| • Budget Planning & Cost Control | • Inventory Management | • Statutory & Legal Compliance |
| • Business Development | • SOP Implementation | • Hospitality Marketing |
| • Food & Beverage Operations | • Team Leadership & Staff Development | • Strategic Planning |
| • Banquet & Event Management | • Recruitment & Training | • Operational Excellence |
| • Front Office Operations | | |
| • Housekeeping Management | | |

TECHNICAL SKILLS

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|---|--|
| • Hotel Property Management Systems (PMS) | • Revenue & MIS Reporting |
| • Microsoft Excel | • Budgeting & Forecasting |
| • Microsoft Word | • Inventory Management Systems |
| • Microsoft PowerPoint | • Digital & Social Media Marketing Tools |
| • Microsoft Outlook | |

KEY STRENGTHS

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|------------------------|--------------------------|----------------------------------|
| • Strategic Leadership | • Team Building | • Communication & Negotiation |
| • Decision Making | • Problem Solving | • Cross-Functional Collaboration |
| • Business Acumen | • Guest-Centric Approach | • Adaptability |
| • Financial Management | • Process Improvement | • Time Management |

LANGUAGES

- English – Professional Proficiency
- Hindi – Native Proficiency

PERSONAL DETAILS

- **Name:** Anand Kumar Shrivastava
- **Date of Birth:** 05 May 1983
- **Nationality:** Indian
- **Marital Status:** Unmarried
- **Current Location:** [Chourai, Chhindwara, Madhya Pradesh, India](#)

PROFESSIONAL HIGHLIGHTS

- 20+ years of progressive leadership experience in the hospitality industry.
- Managed luxury hotels, business hotels, convention centres, premium restaurants and banquet operations.
- Successfully led multi-functional teams across hotel operations, F&B, housekeeping, engineering, sales and administration.
- Extensive experience in revenue growth, operational excellence, guest satisfaction and cost optimization.
- Strong expertise in managing large-scale corporate events, conferences, weddings and premium hospitality services.
- International academic exposure through HTMi Switzerland with hands-on hospitality training.

References

Available upon request.