
SUNIL NORAMPAT

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PROFESSIONAL SUMMARY

Experienced Hotel General Manager with over 17 years of experience in Hotel industry. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

SKILLS

- Guest experiences
- Strategic planning and analysis
- Guest accommodations
- Employee scheduling
- Operational improvements
- Team leadership
- Quality control
- Troubleshooting and resolution
- Hiring and training
- Cost control
- Up selling
- Budget preparation

WORK HISTORY

Hotel General Manager, 11/2018 to 07/2019

Orange Suites Hotel – Manama, Capital Governorate

- Reduced the Department cost by Cross training, promoting the qualified staffs, transferring to other departments
- Reduced staff turnover and improved working atmosphere
- Planned and organized the entire hotel services while taking a strategic proactive approach and planning ahead to achieve the maximum profit
- Converted 10% of online booking guests to directing booking guests
- Increased the volume of repeating guests by implementing a hotel loyalty program. This program converted a large number of our online booking guests to our walk in guests
- Reduced up to 25% on invoice amount of online booking commission by converting online bookings to direct bookings
- Oversaw day-to-day operations of brand new, 128-room hotel with staff of 75 employees
- Build a key relation with corporate and other clients to improve the hotel occupancy
- Offered guest assistance whenever required
- Scheduled workload to meet priorities and targets

- Ensuring that the best practice is followed in safety, legality and quality of service
- Assisting company accounts in making of budget and forecasts
- Undertaking staff performance reviews

Hotel General Manager, 12/2016 to 11/2018

Ramee International Hotel – Manama, Capital Governorate

- Managed team of 140 and helped to resolve issues arising during shifts
- Coordinated with all Managers and prepare the Hotel Budget with a business action plan to achieve the business target
- Developed and executed the outlet renovation project and completed within budget and time frame
- Contributed successful development of hotel staffs
- Reduced the department cost by training and promoting the staffs as well as monitoring the usage of stationary and supplies
- Increased the F&B Outlet sale by executing new ideas

Operations Manager, 03/2016 to 11/2016

Grand Midwest Tower – Sheikh Zayed Road – Media City – Dubai, Dubai

- Oversaw daily front desk operations, maintenance and other departments
- Created and established a culture of continuous improvement
- Work varied shifts, including weekends and public holidays
- Worked in conjunction with the General Manager to actively manage the key property issues
- Monitoring and preparing staff payroll and checking the attendance sheets
- Making sure the hotel operations are running smooth
- Solving the guest complaints and staffs issues in order to maintain the guest satisfaction
- Worked closely with F&B outlets during busy operations

Front Desk Manager, 04/2014 to 03/2016

City Seasons Hotel Al Ain – Al Ain, Abu Dhabi

- Provided responses to guest reviews online, Booking.com and other websites within 48 hours
- Supervised front desk operations to ensure that all guests received superior customer service from hotel employees
- Efficiently resolved guest complaints and ensured that issues were addressed promptly
- Updated customer accounts with add-on room charges, including mini bar use and room service bills
- Anticipated guests' needs and responded to all requests within reasonable amount of time
- Resolved issues in timely and professional manner with knowledgeable and friendly service
- Controlled cash and credit card payment transactions at the front desk
- Maintained financial accuracy by collecting deposits, fees and payments, processing changes and issuing

receipts

- Followed company security and check-in policies and procedures and reported suspicious activity to Security Manager and General Manager
- Trained front office staff in fire, life and other emergency procedures
- Oversaw all front desk operations with eye for hotel reputation, staff productivity and operational efficiency
- Reported facility and room maintenance problems to appropriate personnel for immediate remediation
- Started staff incentive program for room up selling and Loyalty cards
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process
- Conducted financial audits on scheduled basis
- Created lasting relationships with guests that built loyalty and drove hotel revenue
- Trained the staffs and hired during shortage

Front Office Manager, 08/2012 to 03/2014

Holiday Villa Bahrain Hotel – Manama, Bahrain

- Responsible for opening the new property
- Prepared Department budget and market study report
- Recruited, hired, trained entire front office staffs and implemented entertainment program that offered positive employee engagement
- Worked closely with property management software installation team to input hotel data and staff training on Property Management System
- Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies
- Assessed personnel performance and implemented incentives and team-building events to boost morale
- Established and updated work schedules to account for changing staff levels and expected workloads
- Trained team members on new hotel services and products to support promotional efforts
- Monitored front areas so that any questions could be responded to quickly and effectively
- Provided backup to front desk, stepping in to assist with various tasks whenever employee was absent or at lunch
- Prepared daily Market Share Analysis Report and Managers Report reports to assist General Manager with key decision making and strategic operational planning
- Overseeing the Online booking engines and the guest feedback

Font Office Manager, 08/2008 to 08/2012

Sunshine Tower – Manama, Bahrain

- Monitored social media and online sources
- Trained and Developed the front desk staffs

- Improved the ADR by up selling ,making necessary changes in rate structure
- Motivated and created friendly work environment
- Developed team communications and information for staff meetings
- Created Schedule utilizing forecasting and scheduling tools to provide maximum efficiency and manpower saving
- Maintain close communication with other departments
- Monitor and control the cash transactions

Night Auditor, 04/2004 to 01/2008

Crowne Plaza Bahrain – Manama, Capital Governorate

- Oversaw night auditing duties, including verification of daily room occupancy and hotel revenue
- Assisted day staff by completing daily computer backups, virus checks and program updates
- Checked hotel guests in and out in professional and friendly manner
- Performed daily inventory for keys and linens and detailed all information in audit reports
- Performed nightly updates to room charges and rates
- Verified deposits, rectified discrepancies and processed end-of-day paperwork using Fidelio with 100% accuracy
- Documented accounts and logs throughout shift to keep up with all requirements
- Logged wake-up call requests and set up automatic rings in system
- Balanced hotel accounts and resolved discrepancies
- Assessed data and information to verify entry, calculation and billing code accuracy
- Ran daily, weekly and monthly reports to close day and meet objectives
- Handled all duties and tasks for the night manager and concierge when those individuals were unavailable
- Reviewed checklist on daily basis and planned shift accordingly
- Controlled cash and credit card payment transactions at the front desk
- Handled tasks and responsibilities for front office employees when team was understaffed
- Prepared Management report and submitted to Income Auditor on every morning

Night Auditor, 12/2001 to 03/2004

Holiday Inn, Yemen – Mukalla, Hadmaraut

- Oversaw night auditing duties, including verification of daily room occupancy and hotel revenue
- Assisted day staff by completing daily computer backups, virus checks and program updates
- Performed daily inventory for keys and linens and detailed all information in audit reports
- Supervised front desk operations to ensure that all guests received superior customer service from hotel employees
- Reviewed checklist on daily basis and planned shift accordingly
- Controlled cash and credit card payment transactions at the front desk

- Completed late check-ins and directed guests to rooms and facilities
- Balanced hotel accounts and resolved discrepancies
- Performed nightly updates to room charges and rates
- Balance Credit Card, cash and city ledger charges
- Checked requests and room service for accuracy and any needed assistance
- Anticipated guests' needs and responded to all requests within reasonable amount of time
- Reported financial data and updated financial records in ledgers and journals
- Responded to telephone, email, and in-person inquiries regarding reservations, hotel information and guest concerns
- Handled tasks and responsibilities for front office employees when team was understaffed

EDUCATION

Bachelor's Degree in Hotel Management: Hotel Management, 2000

Bangalore University - Bengaluru, KA

Pre University Degree: Commerce, 1997

University of Calicut - Thenhipalam, KL

High School Diploma: 1994

Palora High School - Ulliyeri, KL