

TARUN ADHIKARI

Email: adhikari_tarun@yahoo.com

Skype: tarun.adhikari

LinkedIn: <http://in.linkedin.com/in/tarunadhikari>

Phone: 416-684-9767

Summary

- 10+ years luxury hotel operations experience in Front Service, Housekeeping, Property Management & Purchasing
- Change Management by bringing continuous improvements in established SOP and implementing best practices
- Proficient in managing cross department operations in fast, front and back of the house business environment
- Ability to work as part of a team, managing large diverse teams as well as independently on individual projects
- Multi-department Budget, Profitability Analysis, P&L, GL review, invoice audit, Payroll, Gratuity & Scheduling
- Implemented IT systems for guest services, asset, Property & Inventory Management to bring operation efficiency
- US Labor Union experience, establishing & managing positive relationships with Internal and External Customers
- Improve services/ condition Quality Assurance scores and manage revenue generating & cost saving centers

Core Competencies

- Interpersonal Skills
- Computer Skills & IT Projects
- Accountability & Integrity
- Critical Thinking
- Communication Skills
- Financial Skills/ Cost Control
- Business Analysis
- Organizational Skills
- Learning and Development

System Proficiencies

- Inventory Management: Fidelio, Hilton OnQ, Birchstreet, Accubar, Micros, Delphi
- Asset Management: Foundation Logic Linen and Metalprogetti Uniform Management Systems, GIMS
- Financial Management: UniFocus Watson Labor Management System
- Human Resources Management: Time Saver, PeopleSoft
- Property Management and Guest Services: HotSOS, GoConcierge

Experience

Independent Consultant for Hospitality & Retail sectors, Gurgaon, India

Feb., 2013 – May., 2019

- Evaluated establishments for foreign/ domestic brands in Hospitality, Entertainment, F&B, and Retail (IT and Consumer Goods) sectors, with focus on Quality Assurance, ambiance, and Customer Service
- Observed and analyzed compliance by assessee establishment as practiced in actual work situation; provided objective, detailed and concise evaluation reports to support business strategies & assist in improving training
- Performed technical audits to evaluate operations, infrastructure, systems, procedures and processes
- Collaborated with 8 companies, executed 120 projects, audited over 20 brands & visited 20 onsite locations
- Analyzed Social Media, evaluated content, web pages quality, searched results, advertising & provided feedback

Waldorf Astoria, Hilton Worldwide, New York, USA

2007 – 2012

AAA 4 Diamond 1423 room Hotel and Flagship property for Hilton Worldwide, a New York City Landmark

Director of Public Space

Jan., 2011 – Oct., 2012

- Managed Property Management with Hard/ Soft services covering Guest Services, Food & Beverage, Events, Marketing, Spa, Retail, Overnight Operations, Safety, Procurement & Engineering covering 100,000 sq ft area
- Led 100 team members covering the exterior, front & back of the house areas with Public Area, Valet service, Linen and Laundry, Uniform Rooms, Locker Rooms, Overnight Cleaners, & Banquet Parlor Attendants
- Oversaw \$10+ M multi-department Budget, Profitability Analysis, Rolling Forecast, Payroll, and P&L Statement
- Procurement of Guest/ Cleaning supplies, Uniforms, OS&E, FF&E & Chemicals with a Rooms budget of \$4 M
- Facilitated daily shift briefings to ensure two-way communication, discuss expectations, successes, future events
- Conducted daily property walks with Department Managers and Engineering & improved cleanliness/ condition scores to 92% & 78% in the bi-annual Hilton Corporate QA audits by reviewing & enforcing improvement plans
- Visible presence in the public areas to interface with guests, obtained feedback on product quality and service
- Daily property walks with vendors & Night/ Engineering management teams to review open work tickets & status
- Analyzed existing and past work practices while reviewing job descriptions in preparation for Collective Bargaining Agreement 2012, spearheading Labor Initiatives for annual savings of \$700,000 in payroll costs
- Reviewed guest comment cards, mystery shop reports, investigated challenges, assessed performance against brand standards with team members including one on one & group training as part of continual improvement
- Utilized RFID Metalprogetti system to reduce uniform par levels of 5000 pieces by 50% and procurement by 15%
- Implemented UniFocus Labor Management System to manage department scheduling and \$3 M payroll budget
- Vendor Management for floor, furniture, furnishing, metal, glass, marble, & wood cleaning/ preventative maintenance, renovation, power washing, snow removal, pest control, waste management per contracted terms
- As part of Marketing strategy, created brand awareness by maintaining Catering, Retail & Museum displays

Director of Guest Services**May., 2010 – Dec., 2010**

- Department Head for 80 Guest Services professionals for Bell Services, Concierge, Package Room, Valet Parking, Luggage Check Room, Coat Check, Transport & Business Centre, with a payroll budget of \$2 M
- Partnered with the Sales, Catering and Events teams along with Client Meeting Planners to successfully host large high profile groups like the POTUS, Saudi Royal family, UNGA 2010 and the Penn Society program
- Maintained presence in lobby & front desk to provide strategic & leadership support for Front Office Operations
- Facilitated senior management & HOD meetings to review guest feedback on SALT, Mystery Shop reports, analyzed service challenges, laid down department procedures & follow-up on communication & service recovery
- Coordinated all guest queries received at the hotel's website with other departments to ensure prompt replies
- Expanded the existing Lobby Ambassador Program to enhance guest arrival experience in Public Areas
- Improved mystery shopper scores by 10% by streamlining existing training practices & led one on one sessions
- Developed training standards for contract valet parking teams to set their execution on par to the hotel teams

Director of Procurement**Sept., 2008 – May., 2010**

- Department Head for 15 Purchasing professionals including Managers, Receiving Coordinators, F&B Runners
- Spearheaded the successful implementation and beta testing of the Hilton Corporate Direct Purchasing Model
- Reduced Food Cost by \$1 M and achieved 97% score in vendor compliance for HWW Corporate standards
- Reduced number of Food & Beverage vendors by 50% to ensure consistency in product quality and pricing
- Decreased number of Birchstreet e-procurement Purchase Orders generated by all users by 50% in 6 months
- Facilitated implementation and training of Birchstreet e-procurement and Accubar Beverage Inventory systems
- Efficient Space Management by utilizing 8 unused refrigerator units for securely storing expensive CAPEX items

Public Space Manager**Nov., 2007 – Sept., 2008**

- Department Manager for a team of 100 Public Space professionals covering front & back of the house operations
- Oversaw Linen & Laundry management for 1423 guest rooms, Banquets, Food & Beverage and Guerlain Spa
- Developed Linen & Uniform tracking reports to monitor daily orders, delivery, weekly billing, & invoice auditing
- Corrected uniform shortage, quality, and alteration issues while overseeing Uniform Program for 1700 employees
- Maximized Valet Laundry Revenues with annual revenues of \$1 M with introduction of new guest services

Hilton Short Hills, Hilton Corporation, New Jersey, US**2003 – 2007****AAA 5 Diamond Hilton hotel in North America and only one in the state with AAA 5 Diamond Restaurant****Assistant to the Director of Housekeeping****Nov., 2004 – Nov., 2007**

- Directed a team of 80 professionals for Rooms, Public Areas, Uniform Room, Laundry, Linen Operations, Valet Laundry Services, Turn Down & Night Cleaning in AAA 5 Diamond standards, with an annual payroll of \$1.3 M
- Planned and completed \$8 Million room renovation project for 304 guest rooms (Dec '05 – Jun '07)
- Elevated guest room cleanliness scores from 95% (Dec '05) to 100% (May '07) in Hilton Corporate QA Inspections
- Developed SALT worksheets to track Guest feedback, Guest Room condition and cleanliness along with Supervisor's and room attendant productivity while achieving 100 % SALT score in May 2007
- Processed weekly payroll & scheduling, Quarterly & Annual performance reviews, disciplinary corrective action
- Utilized Birchstreet e-procurement system for ordering & inventory management of operating & guest supplies
- Implemented procedures for health & safety, lost & found services, key control, security, emergency, environment

Front Office and Guest Services Operations under MDP**Jan., 2003 – Nov., 2004**

- Managed a team of 30 Concierges, valets, drivers, door & bell persons, processing an annual payroll of \$450,000
- Operational support to Front Desk, PBX, Night Audit & Towers Lounge with manpower & logistics elements
- Trained Guest Services department to successfully complete annual AAA 5 Diamond audits in 2003 and 2004
- Offered prompt assistance with information on hotel services received via e-mail, phone & in-person interactions
- Drove valet parking, transportation revenues of \$200,000 with strategic utilization of in-house & contract services
- Managed weekend social groups, met clients as point person, managed Reservations, Rate Management, Room Blocks, Guest Amenities, Transportation and issues resolutions with submission of weekly Group Sales reports
- Trainer and Project Lead for the installation of 'Go-concierge' system to register, track and analyze guest requests
- Developed Front Desk Training Manual to merge existing information for new team member orientation and training guidelines to ensure consistent procedures were followed; trained 3 team members in Front Services

Front Office Operations**Jul., 1999 – Aug., 2001****Oberoi Cecil Simla, East India Hotels, India**

- Handled Front Desk, Reservations, Cashiers, Concierge, PBX, & Night Audit as part of a 12 member team
- Nominated for Employee of the Quarter 2001, as Reservations Coordinator for improved room revenue & sales

Education**Bachelors of Science Degree in Hospitality Management with Honors Summa Cum Laude**

Johnson & Wales University, Providence, Rhode Island, USA

2001 - 2002

Assessed by WES as equivalent to a Canadian Bachelors degree (four years)