

Sirisha Srimangla Rao

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SUMMARY

I am an experienced hospitality professional who thrives in a dynamic environment. My specialization lies in guest experience, crisis management and creating sustainable best practices. My diverse educational background combined with my varied work experiences have empowered me to face challenges with creative problem-solving ideas. Through my career so far, I have demonstrated flexibility in various roles.

PROFESSIONAL EXPERIENCE

Hyphen
Head of Hospitality

Bangalore, India
April 2022 - July 2022

Hyphen is a start-up in the coliving space which provides bespoke fully furnished luxury co-living studios and 1BHK apartments across 5 properties with 157 rooms in Bangalore with 24x7 Housekeeping services, coworking areas, concierge services, community events, and experiences.

Responsibilities:

Establishing and implementing up-to-date policies, procedures, practices, and standards especially basics and setting departmental objectives in line with the business objectives.

- Supervised operations such as housekeeping, basic maintenance and events whilst ensuring compliance with all policies, procedures and ensuring tenant satisfaction.
- Inspected all properties and took corrective measures to meet Hyphen Standards in terms of cleanliness and maintenance.
- Coordinated duties with various departments such as Housekeeping, basic Engineering, and community to ensure that all apartments and public areas are clean and well maintained in a timely and efficient manner.
- Maintain vendor relations and negotiations.

Grand Mercure Bangalore
Housekeeping Manager & ALLSAFE Officer

Bangalore, India
September 2020 – March 2022

Housekeeping Manager:

- Lead the Housekeeping Department by implementing, and keeping up-to-date policies, procedures, practices, and standards especially post pandemic protocols and setting departmental objectives in line with the hotel business objectives.
- Supervised housekeeping operations such as cleaning and maintenance whilst ensuring compliance with all housekeeping policies, procedures, Accor standards and satisfaction of guests' needs
- Inspected all areas and took corrective measures to meet Accor Standards in terms of cleanliness, maintenance, and supply.
- Coordinated housekeeping duties with various departments such as Front Desk, Engineering and Food & Beverage to ensure that all guestrooms and public areas are clean and well maintained in a timely and efficient manner.
- Accomplish a set of administrative duties such as leading and attending meetings, writing reports and memos and other specific duties related to the job function
- Additional responsibilities and tasks - Ensuring the hotel received ALLSAFE Certification, assisting with audits and ensuring the hotel is ready for inspections.
- HSE Audit Compliance
- Maintain vendor relations and negotiations.

Grand Mercure Bangalore
Executive Assistant to the General Manager & Guest Experience Executive

Bangalore, India
August 2018 – August 2020

Guest Experience Responsibilities:

- Supporting GM in driving a guest centric culture in the hotel and creating awareness and understanding among all Ambassadors on the importance of guest experience.
- Working with and supporting Department Heads to prepare for LQA or BARE Brand Assurance audits as applicable to the hotel.
- Conducting regular property self-assessments on the Operational Brand Standards and other quality programs including cross-departmental audits through iAuditor and other tools.
- Representing Guest Experience (Voice of the Guest) at the morning hotel briefing with updates and highlights points for improvement and guest praise.
- Leading the internal communication of guest experience related matters and updates to all Ambassadors in the hotel.
- Maintaining direct contact with guests to collect direct feedback and ensure long stayers are assisted with all their needs.
- Working closely with Department Heads to assess service standards and delivery on a regular basis.

Executive Assistant Responsibilities:

- Providing executive and operational support
- Serving as a liaison to the Executive Committee Members and the Department Heads of the hotel; organize, coordinate, and oversee special projects.
- Worked independently on projects from conception to completion, and work under pressure at times to handle a wide variety of activities and confidential matters with discretion.
- Managing an extremely active calendar of appointments.
- Completing expense reports, composing, and preparing correspondence that is at times confidential.
- Arranging complex, confidential, and detailed travel plans, itineraries, and agendas.
- Compiling documents for travel – related meetings.
- Handling the attendance records, leave applications and approvals of the General Manager.
- Communicating directly, and on behalf of the General Manager with hotel ownership, Accor Corporate office, Executive Committee Members, Department Heads and staff, and others, on matters related to the general Manager's office.
- Providing a bridge for smooth communication between the General Manager's office and internal departments; demonstrating leadership to maintain credibility, trust, and support with senior management staff.
- Working closely and effectively with the General Manager to keep him well informed of upcoming commitments and responsibilities, following up appropriately. Acting as a "barometer", having a sense for the issues taking place in the environment and keeping the General Manager updated.

Walt Disney World Resort
Guest Experience Manager/ International Management Intern

Orlando, USA
February 2017 - January 2018

Selected to participate in highly selective leadership program with special projects assigned by senior executives.

Significant Learning:

- Company culture of Walt Disney World Resort.
- Effective communication between front office leadership and various leadership teams.
- Partnership with other lines of business within Walt Disney World resort.
- Problem solving in an effective manner.
- Basics of people management.

JW Marriott
Housekeeping Operations

Bengaluru, India
March 2016 - June 2016

Significant learning:

- Housekeeping and laundry operations
- Administrative responsibilities such as discount/ complimentary laundry tracking, store management, lost & found.
- Cleaning and inspecting guest rooms.

Marriott hotels, resorts, and spa
Front Office Operations

Bengaluru, India
December 2015 - March 2016

Significant Learning:

- Guest relations: Preparing registration cards, welcome letters, Marriott rewards and rewards enrollment, C-form and VICAS updating and lobby hosting.
- Concierge: Check room discrepancies and Trip and itinerary planning.

Marriott hotels, resorts, and spa
F&B Operations

Goa, India
May 2015 - June 2015

Significant Learning:

- Hosting and touching tables.
- Service Standards
- Basics of micros Software

Marriott hotels, resorts, and spa
Front office Operations

Bengaluru, India
June 2014 - July 2014

Country Inn and Suites by Carlson
Front office Operations

Mysuru, India
June 2013 - July 2013

EDUCATION

Swiss Hotel Management School
Master of International Business in Hotel, Resort and Spa Management

Leysin, Switzerland.
September 2016 - September 2017

Welcomgroup Graduate School of Hotel Administration
Bachelor of Hotel Management

Manipal, India
August 2012 - July 2016

LANGUAGES

English- Fluent
Hindi- Mother tongue
Spanish- Basic
French-Basic

COMPUTER SKILLS

Microsoft Office (Word, Excel and PowerPoint)- Proficient user
Opera- Familiar With
Micros- Familiar With

PROFESSIONAL CERTIFICATIONS

- Wine Fundamentals certificate level 1 from *INTERNATIONAL SOMMELIER GUILD*.
- Wine Fundamentals Certificate level 2 from *INTERNATIONAL SOMMELIER GUILD*.
- *Hotel Distribution & Revenue Management certification from ESSEC Business School (Currently enrolled)*

REFERENCES

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