



**Subodh Gupte**  
Principal Consultant @  
Aum Consultants, Pune

+91 81082 05025

+91 96738 38535

subodhgupte@aumconsultants.net

www.aumconsultants.net

## OBJECTIVE

Seeking a position for a leadership role in hotel operations utilizing 30+ years' extensive expertise in overseeing the operational functions of high-end hotels, with special focus on guest satisfaction and revenue generation.

## PROFESSIONAL SYNOPSIS

An exceptional, dynamic business leader with an extensive history of success in the hospitality industry. Demonstrated successes in domestic and international markets, and major full-service hotel operations in Resort, Convention, Business Transient, Boutique and Airport settings. Adept at delivery of profits and return on investment by delivering strategies that increase revenues and reduce costs. Strong team leader with excellent communication skills.



## Hospitality Education

---

Three Years Diploma in Hotel Management Catering Technology & Applied Nutrition from IHMCTAN, Dadar, Mumbai in 1982



## Professional Skills

---

- Leads By example & Excellent Team Back Up
- Always Communicate High expectations
- Integrity with Learning & Growing Attitude
- Works with Timelines
- Expertise in Setting Up Hotel Projects & Facility Planning
- Hotel Pre-Opening & Operational Set Up
- Multi Units Management
- P&L Management & Budget Monitoring
- Staff Motivation, Learning & Development
- Customer Relationship & Retention
- HR – Staffing & Recruitment



## Principal Consultant

**Aum Consultants. Mumbai | April 2014 – till date**

---

**Aum Consultants** is a full-service Hotel & Resort Project & Operations Management Consulting Company. The company consults Business Hotels, Boutique Hotels, Budget Hotels, Theme Resorts, Camping Resorts, Clubs, Theme Restaurants, Conference & Banquet Halls & so on and deliver clients with the result driven Hospitality Management Services in all areas of Hotels. In a nutshell, from **Concept to Commissioning**.

**Aum Consultants** provides a detailed Consultancy in Hotel Project Technical Planning and ensures the delivery of optimum returns on the investment. Our focused attitude ensures leverage of hotel assets, greater occupancy, and enhanced levels of service quality and operational performance. Successfully completed 30+ New Hotel/ Resort/ Restaurant Projects from Concept till Commissioning since April 2014

1. From Concept to Commissioning - Green Field Hotels & Resorts Projects
2. From Concept to Commissioning - F&B Outlets
3. Operational Consultancy for existing Hotel / Resorts & Restaurants



## Experience Summary

### Vice President

**Pushpam Resorts LLP, Pune | Feb 2018-June 2022**

---

Pushpam Resorts LLP has forayed into the Hospitality Business in the year 2013 and is expanding into various Hospitality Models. The Company's first Five Star 75 Keys Resort "Sanskriti Suites & Resort" at Karjat opened in Mid 2019. This resort is under running operations. Pushpam Resorts has another two resorts near Wai is on drawing board stage. Both these resorts have been modelled under weekend home themes, where in parent company Pushpam Infra would construct week end homes and Pushpam Resorts LLP will operate these Luxury Studio Rooms, 1 BHK/ 2 BHK Villas under Revenue Sharing Model. Each of these properties will have Exclusive Club House featuring Restaurant, Banquet Hall, Swimming Pool, Spa, Gym, Indoor & Outdoor Games & so on.

As a VP, my main task is to Develop these three resorts and add minimum 6-8 resort properties every year under Lease or Management Contract Model and Develop the team for the hospitality business and monitor Development, Marketing & Operations of the resorts

**BLANKET HOSPITALITY VENTURES PVT LTD, MUMBAI: [www.vedantawakeup.com](http://www.vedantawakeup.com)  
CORPORATE GENERAL MANAGER | AUG. 2013 – AUG 2014**

---

Operated & monitored Chain of 8 Hotels in Kerala with "Hands On Involvement" approach in operations. Constantly monitored reviews of trip advisor and increased occupancy levels by 25% with "Excellent" reviews. Analyzed operational & financial deficiencies & implemented strategic initiatives to improve service & cost control methods – **Increased GOP from 20% to 35% & Reduced Operational Cost by 20%**. Reduced employee turnover rate by 80% by introducing clear HR policies/ procedure guidelines & providing effective conflict management.

**GREENARTH LEISURE PVT LTD, MUMBAI: [www.greenarth.in](http://www.greenarth.in)  
VICE PRESIDENT | SEPT. 2010 – AUG. 2013**

---

**Project Planning, Conceptualization of unique brand** and operational set up of 10 Boutique Resorts all near Mumbai. Executive responsibility for **delivery of projects** in agreed time frame and project budget. Lead the **tendering / award process** & ensured delivery in time and within approved cost by saving 15% on Project Cost. Propelled market share by pushing the market penetration index by 110%. Generated additional 8 Cr revenue annually by building the brand through dynamic marketing plans & execution.

**DASPALLA HOTELS, HYDERABAD: [www.daspallahyderabad.com](http://www.daspallahyderabad.com)  
GENERAL MANAGER | APR 2009 – SEP 2010**

---

Performed **Project & Pre-Opening** Set Up of this 110 rooms Five Star Business Class Hotel with Five F&B Outlets, Three Conference Halls, Business Centre, Swimming Pool, State-of-the-art Gym etc. Exceeded annual income budgets by **25% in 1<sup>st</sup> year**. Repeat customer performance resulted in room revenue increase by 20%. Saved 15% annually by exercising cost control methods. Introduced innovative menus & increased banquet revenue by 20%. Developed L&D & excelled in customer service by introducing "Smile at Every Guest" which resulted in 30% "Excellent" reviews on **Social Media**.

**KAMAT HOTELS INDIA LTD – ORCHID & VITS BRAND: [www.vitshotels.com](http://www.vitshotels.com)  
GENERAL MANAGER | DEC 2008 – MAR 2009**

---

Successfully completed 200 Keys Project & Pre-Opening of Hotel at Vadodara and refurbishment of 50 Keys Hotel at Nagpur. Provided each guest with an exceptional stay, facilitating in the increase of ARR by 20%. Saved RS 8 Lacs in one year by negotiating rate contract with vendors. Achieved 75% occupancy & GOP by 20% in the first year of

operations. Cultivated long term high performing team of employees through L&D & engagement initiatives. Generated 25% additional revenue by growing customer base through outstanding service.

**UPPER DECK RESORT, LONAVALA (PREMIUM FOUR- STAR RESORT): [www.upperdeckresort.com](http://www.upperdeckresort.com)  
GENERAL MANAGER | JAN 2006 – DEC 2008**

---

Led 50 Keys Premium Resort with Restaurant, Coffee-Shop, Bar, 3 Conf. Rooms, spa, Swimming Pool. Increased revenue from 60 Lacs PA to 6 Cr. PA within two years. Increased occupancy from 35% to 65% by excellent reviews on trip advisor. Increased GOP levels from 20% to 50%. Reduced yearly supplies cost by 20% by introducing new vendors and negotiating agreements. Reworked staff strength and recruited new qualified staff for increased guest satisfaction and successfully implemented SOP's. Performed market positioning in Mumbai & Pune and increased MICE revenue by 75%.

**HOTEL TULI INTERNATIONAL, NAGPUR: [www.tulihotels.com](http://www.tulihotels.com)  
F&B MANAGER | JAN 2004 – JAN 2006**

---

Responsible for managing 5 F&B Outlets, 6 Banquet Halls. Increased F&B revenue from 50 Lacs pm to 75 Lacs pm. Reduced Gross Food Cost from 40% to 30% & maintained Beverage Cost at 27%. Introduced Events and Food Festivals to enter niche market. Controlled inventory by creating excel worksheets for F&B. Maintained set pars and monthly P&L for F&B. Constantly worked with sales team to introduce newer clients and companies for banquets. Institutionalized methods & approaches of best known service techniques for dining staff. Increased Guest Satisfaction Level Index by 80%.

**HOTEL AIRPORT CENTRE POINT, NAGPUR: [www.airportcentrepoin.com](http://www.airportcentrepoin.com)  
GENERAL MANAGER | FEB 2002 – JAN 2004**

---

Monitored operations of this 60 Keys Business Class Hotel with Five F&B Outlets, Four Banquet Halls, Swimming Pool. Formalized operational systems & procedures by developing & introducing employee hand book, detailed job descriptions, work flow plan & job aids and this increased Guest Satisfaction Level Index by 75%. Worked constantly with Finance & Sales to achieve operational budgets & targets at 100% level. Optimized operations & reduced overheads by 30% by consolidating business operations with combined annual sales forecasted at 6 Cr. Established performance metrics & new business tools that drove both costs & quality efficiencies despite the significant pricing pressures associated with industry downturn.

**THE PLAZA NASHIK (NOW MEUSE JUPITER), NASHIK: <http://meusehospitality.com/>  
RESIDENT MANAGER | FEB 1998 – FEB 2002**

---

Managed this 66 Keys first Five Star Hotel of Nashik with Four F&B Outlets & Three banquet Halls. Rationalized monthly inventories & plugged system loopholes & reduced monthly purchase cost of consumables by 25%. Strengthened sales force through establishment of team goals & incentive program that set higher expectations & instituted individual team member accountability. Grew business from Zero to 7 Cr in one year. Focused on local direct marketing activities & increased revenue by 55%. Reduced operating cost by 20% & increased GOP from 15% to 30% in 2<sup>nd</sup> year of operation.

**MANAS RESORTS, IGATPURI: [www.manasresorts.in](http://www.manasresorts.in)  
F&B Manager | AUG 1994 – FEB 1998**

---

Monitored F&B activities of this 100 Keys Resort with Five F&B Outlets & Three Banquet Halls. Analyzed & reviewed F&B Sales through Daily Flash Reports, Man Management, Training & Development, Menu Planning & Engineering according to market analysis, Kitchen Management, Guest Feed Back System & delivered more than 125% in sales & 30% reduction in overall F&B Costs. Reduced Power & Fuel Consumption by 25% by improving staff training & energy awareness. Maintained Food Cost at 30% & Beverage Cost at 26%. Increased F&B Revenue by 20% by introducing Plat de jour, Carte de jour and Food Festivals.

**THE DUKE'S RETREAT KHANDALA:** [www.dukesretreat.com](http://www.dukesretreat.com)**ASST. F&B MANAGER | NOV 1991 – NOV 1994**

Assisted F&B Manager of this Five Star Resort with Three F&B Outlets & Four Banquet Halls. Increased F&B Revenues by 25% and decreased F&B Costs by 20% by introducing Guest Friendly Service Techniques and result oriented F&B Control Methods. Implemented F&B SOP's and increased Guest Satisfaction Level Index by 90%.

**INITIAL ASSIGNMENTS****MTDC LTD, PANCHGANI | HOTEL MANAGER OF 64 ROOMS RESORT | JAN 1985 – FEB 1991****RAMADA INN PLAMGROVES, JUHU, MUMBAI | F&B CAPTAIN | JAN 1984 – DEC 1985****HOTEL BLUE DIAMOND, PUNE | F&B CAPTAIN | JUN 1982 – JAN 1984****PERSONAL DOSSIER**

**Permanent Address:** A/403, Safalya Heritage-1, Besa T Point, Besa, Nagpur 440034, India.  
**Present Address:** B-601, Om Alankar Society, Bibvewadi, Pune 411037

**D.O.B.:** 08.01.1961. **Height:** 6 Ft, **Sex:** Male

**Marital Status:** Married with one son settled in Canada

**Computer literacy:** Operating knowhow of MS Office 365, IDS hotel software, Internet Savvy

**Passport No:** K6783090  
**Date of Issue:** 04.10.2012  
**Expiry Date:** 03.10.2022  
**Place of Issue:** Nagpur