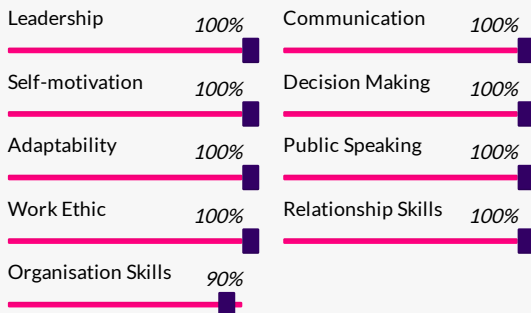


CV



PERSONAL SKILLS



LANGUAGES

English	★★★★★
Hindi	★★★★★
Arabic	★★★☆☆
German	★★★☆☆
French	★★★☆☆



MOST PROUD OF



Physical Organization

Creative Thinking, Effectiveness, Productivity



Planning

Analyzing Issues, Decision Making, Project Management, Strategic Planning



Team Work

Collaboration, Delegation, Goal Setting, Group Leadership



AREAS OF EXPERTISE

Operational Management

Pre-opening

Property Management Systems

Revenue Analysis

Yield Management

Forecasts

Team Management

Change Management

Budgeting

Sales Strategies

Varsha Bhatia

Director of Rooms

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☎ +973 66723399

🌐 Indian

📅 20 Nov 1975

👤 Single

🌐 <https://www.linkedin.com/in/varsha-bhatia-2054b78/>



SUMMARY

A highly experienced executive specializing in hotel operations. Demonstrated ability to lead diverse teams to achieve set goals for the company as well as the team members in a competitive environment by applying the principles of trust, honesty, respect, integrity as well as team talent.



WORK EXPERIENCE

Director/ Head of Rooms Division

Al Areen Palace and Spa by Accor - 78 Private Pool Villas

📅 Jan 2018

📍 Bahrain

- Front office & Housekeeping overall 80 hospitality professionals
- Strategies, initiatives and talent put in to place to increase the overall guest satisfaction from 76% to 95.3%
- #1 in hospitality leader in Bahrain among 17 competitors for online reputation.
- #1 on TripAdvisor
- Booking.com scoring from 7.6 to 8.3 (cumulative for 24 months)
- Booking.com YTD scoring 9.1
- Agoda YTD scoring 9.7
- Expedia YTD scoring 10
- Yearly budget achievement of 2019 by 95%
- #1 ADR in the country
- Target expense control objectives for 2019 achieved 100%
- Revenue and Reservations management for 2019
- Instrumental in bringing the Destination Indian Wedding segmentation and execution
- Introduction of new revenue streams such as suites, rooms, family villas as well as premium villas
- Re-organisation and revamp of the kids club and facilities
- Integrated technology by setting up of e-registration (paperless check ins and check outs)

Front Office and Quality Manager

Al Areen Palace and Spa - 78 Private Pool Villas

📅 January 2016 - Dec 2017

📍 Bahrain

- Set up and update of standard operating procedures
- Introduction of quality control and communication measures for operational teams



REFERENCES

Adnan Aslam

Director of Finance and Administration

Al Areen Palace and Spa by Accor
00973 3604 8602

Rahul Soni

Senior Sales Manager

Al Areen Palace and Spa by Accor
00973 3501 1279

Mohan Maharjan

Executive Housekeeper

Fraser Suites
00973 3625 0190

Devraj Rathore

Executive Housekeeper

Banyan Tree, Seychelles
00248 2 529 136

Mohammed Ali

Director of Sales and Marketing

Radissons Oman
00968 9516 2676



REFERENCES



HOBBIES & INTERESTS



Travel



Public Speaking



Reading



Pets



Movies



International Affairs

- Budget achievement of front office controlled areas
- Objective achievement of 95%
- Hiring and encouraging local talent. Bahrainization developed to 60% in Front of House
- Successful implementation of new up-selling initiatives and targets. 98% achievement. YTD impact of 4% on overall income with existing resources
- Guest satisfaction improvement from 80% to 86%
- Staff satisfaction scores - 89%

Front Office Manager

Al Areen Palace and Spa - 78 Private Pool Villas

November 2013 - Dec 2015

Bahrain

- Set up standard operating procedures for Front Office
- Set up of internal departmental communication and processes with other operational departments
- Re-organisation of the team talent
- Introduction of new talent pool in the department
- Re-organisation of the various areas of the front office
- Introduction of new tools and equipment for associates.
- Introduction of newer services available for guests
- Achievement of budget and profitability by 90%
- Established loyalty program as a stand alone property

Club Level and Communications Manager

The Ritz-Carlton, Bahrain Hotel and Spa - 260 Room, Suites and Villas

September 2010 - September 2013

Bahrain

Manager on Duty

The Ritz-Carlton, Bahrain Hotel and Spa - 260 Room, Suites and Villas

January 2008 - August 2010

Bahrain

- Team strength of 5 duty managers
- Set up of standard operating procedure for the sub department
- Smooth operational flow and complaint management

Guest Recognition and Relations Manager

The Ritz-Carlton, Bahrain Hotel and Spa - 260 Room, Suites and Villas

November 2004 - December 2007

Bahrain

- Team talent of 14
- Lobby management
- Butler Service
- Up selling goal achievement by 95%
- Staff satisfaction of 82%
- Guest Recognition program implementation and execution
- Increased guest loyalty by 10%

Asst. Reservations Manager

The Ritz-Carlton, Bahrain Hotel and Spa - 260 Room, Suites and Villas

April 2004 - October 2004

Bahrain

- Team strength of 6

- Operational flow of the department
- Standard operating procedures implementation
- Reporting structure - revenue, market mix, comp set reports, budgets
- Rate strategies
- System set up and controls

Group Executive

The Ritz-Carlton, Bahrain Hotel and Spa - 260 Room, Suites and Villas

📅 October **2003** - April **2004**

📍 Bahrain

- Initiating the group sub department
- Set up of standard operating procedures
- Group selling strategies
- Direct reservations and control
- System set up of groups
- Follow through on each group with sales

Reservations Supervisor

The Ritz-Carlton, Bahrain Hotel and Spa - 260 Room, Suites and Villas

📅 August **2002** - September **2003**

📍 Bahrain

- Team strength of 4
- Operational coverage
- Rooms up-selling targets exceeded per month

Communications Supervisor

Le Meridien, Bahrain - 260 Rooms, Suites and Villas

📅 September **2000** - July **2002**

📍 Bahrain

- Team strength of 12
- Set up of standard operating procedures
- Operational efficiency
- Introduction of new telephone systems

Club Level Supervisor

Hilton International - 250 Rooms and Suites

📅 May **1995** - March **2000**

📍 Bahrain

- Team strength of 12
- Club Level Operations including 3 floors & a club lounge and business center
- Shift- incharge of front desk operations as well

Front Office Trainee

Bahrain International Hotel - 112 Rooms and Suites

📅 May **1994** - April **1995**

📍 Bahrain

- Training in all areas of front office
- Covering shifts







EDUCATION

Hospitality Management

Hotel and Catering Institute of Bahrain

January **1992** - December **1995**


 Bahrain



-  Diploma in Hotel Management
-  Number 3 student in the country
-  96% scoring

Front Office Management

1994

City and Guilds Institute of London


 Bahrain


-  Front office management
-  Distinction

Bachelor of Commerce

Select Month 1986 - Select Month 1992

Indian School, Bahrain


 Bahrain

-  81% scoring

Junior School

Select Month 1982 - Select Month 1985

St. Christopher's, Bahrain

 Bahrain



COURSES

Seven Habits of Highly Effective People

Authority

Negotiating for Results

Telephone Techniques

Beverage Course

Communications Skills

Positive Customer Care

Travel Agency Training Program

Commitment to Excellence for Trainers

Train the Trainer

Effective Communication

Quality and Performance Execution

Revenue Management

Human Resources 101

Finance 101

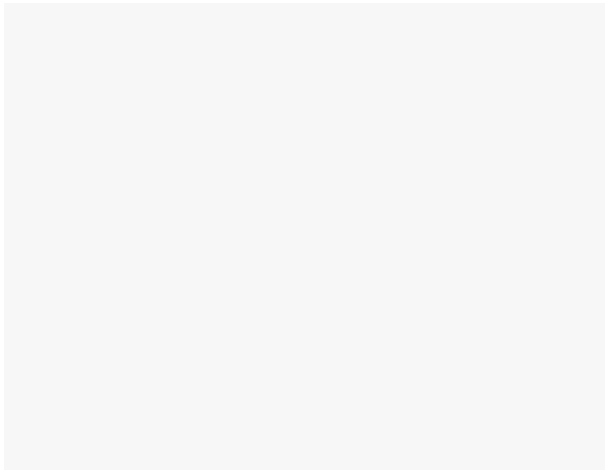
First Aid

Green Book Training

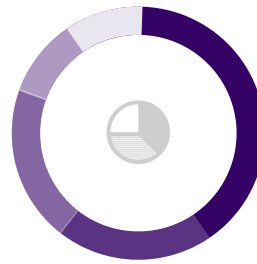
Three Steps of Service, The Vital Few

Ron Kaufmann Seminar on Leadership

Sales Techniques



MY TIME



- Working (40%)
- Family (20%)
- Co-ordination (20%)
- Entertainment (10%)
- Relaxing (10%)