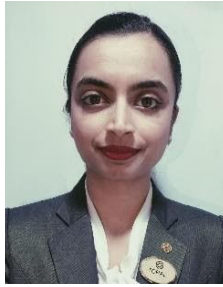


Toral Odedra



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Profile

Hotelier | Duty Manager

- Hotelier with a total work experience of over 5 years, currently working as a Duty Manager at the legendary Taj Mahal Palace and Taj Mahal Tower, Mumbai.
- As one of 30 professionals selected from across India, I pursued IHCL's 18-month talent development programme (2018-20). My experience to date includes working in some of India's most prestigious five-star luxury hotels, palaces and resorts in all the departments like front office, food and beverage, kitchen, housekeeping, sales and marketing, human resource and so on.
- Worked as a front office executive and guest relations executive at Vivanta Panaji, Goa from April 2016 to October 2018.
- A Master of Cultural Events graduate with firsthand experience leading teams, running art workshops, and promoting and contributing to the successful delivery of major events.
- I pride myself on my ability to connect, engage and build rapport with people, both customers and within the teams and organisations I'm working for. I'm highly organised and efficient, professional yet friendly, and a great listener.

Qualifications & Professional Training

Degree in Hotel Management – <i>Tata Institute of Social Sciences / IHCL</i>	2020
MSc in Cultural Events Management – <i>De Montfort University, UK</i>	2015
BSc (Honours) in Business Management – <i>University of Essex, UK</i>	2014

Career Summary

Duty Manager– <i>The Taj Mahal Palace and Taj Mahal Tower, Mumbai</i>	April 2020- Present
Hoteliers Development Programme – <i>The Indian Hotels Company Ltd (Taj Group)</i>	Sept 2018 – March 2020
Shadow Duty Manager – <i>The Taj Mahal Palace and Taj Mahal Tower, Mumbai (eight months)</i>	August 2019- March 2020
Management trainee – <i>Taj Rishikesh Resort & Spa, Uttarakhand (six weeks)</i>	June –July 2019
Management trainee – <i>Taj West End, Bangalore (two months)</i>	Feb- May 2019
Management trainee – <i>Vivanta Begumpet, Hyderabad (two months)</i>	Dec 2018- Feb 2019
Management trainee – <i>Taj West End, Bangalore (two months)</i>	Oct – Dec 2019
Management trainee – <i>Taj President, Mumbai (six-week induction)</i>	Sept – Oct 2018
Front Office Executive – <i>Vivanta Panaji, Goa</i>	April 2016 – Sept 2018
Part-time roles in the United Kingdom:	
• Team Leader & Assistant Production Manager – <i>The Sparks Arts Festival for Children, UK</i>	2015
• Assistant Restaurant & Pub Manager – <i>The Red Lion, Thorrington, UK</i>	2014

Selected Roles, Responsibilities & Achievements

Duty Manager – The Taj Mahal Palace and Taj Mahal Tower, Mumbai (April 2020- Present)

The Taj Mahal Palace and Taj Mahal Tower, Mumbai has redefined hospitality since the company laid its foundations in 1903. Both the hotels have a total inventory of 543 rooms and suites

- Managing and executing daily operational activities of Front Office
- Ensuring VIP guests are attended to personally throughout their stay
- Handling and resolving guest complaints in an efficient and timely manner as well as making daily complain reports
- Room blocking and ensuring optimum inventory utilization
- Preparing daily financial reports
- Conducting trainings for subordinates from time to time
- Maintaining regular update of guest history and preferences
- Upselling higher category of rooms and other in-house facilities for revenue maximization
- Reviewing guest feedback and preparing strategies to tackle most frequent complaints
- Monitoring sub departments- Business Centre, Travel Desk, Concierge, Telephones and Bell desk
- Running night audit and discrepancies of Taj Mahal Tower and Taj Mahal Palace
- Preparing and planning for next day operations

Hoteliers Development Programme– The Indian Hotels Company Ltd (Sept 2018 – March 2020)

The 18-month program provides wide ranging opportunities for interns to experience and learn hotel management skills from experienced professionals at a variety of IHCL palaces, hotels and resorts. My experience included:

- Working as a shadow duty manager at the Taj Mahal Palace, Mumbai on the shop floor for the best understanding of the job as well as the business as a whole. Specialized in hotel operations
- Extensive research on local produce from the Himalayan mountains of the Garhwal region, Uttarakhand and sourcing the same to Taj Rishikesh as a part of the CSR (Corporate Social Responsibility) project
- Getting exposure in all the functions of running a hotel such as front office, food and beverage, kitchen, housekeeping, sales and marketing, human resource and so on at Taj West End Bangalore
- Acquiring theoretical knowledge of how a hotel operates with rigorous 45 days induction at the Taj President, Mumbai delivered by industry experts

Front Office Executive – Vivanta Panaji, Goa

Vivanta Panaji, Goa is the leading luxury hotel in Goa with four dine dining restaurants and 172 room.

- Joined as a team member in 2016 and was quickly promoted to a senior position.
- Attended daily briefings, assessing arrivals, prioritising VIP arrivals, discussing key guest requirements.
- Acted as a key lobby presence ensuring all guests needs were attended to, providing advice and assistance as required.

- Administered guest check-ins, room selection, departure requirements, access/key management.
- Escorted guests through the hotel providing a full briefing, hotel services and advice and recommendations on city activities.
- Assigned tasks to subordinates and delivered training where required.
- Used Net promoter Score to determine guest feedback and analyse business opportunities
- Assessed and highlighted guest feedback on Medallia
- Worked across department informing colleagues of specific guest needs (in-room dining, housekeeping).
- Daily reporting on room, guest and team activities. Used software like OPERA (for property management), Shawman, Vision (to make keys), making monthly analysis on MS Excel, etc.

Expertise

Hospitality Management

Hotel Operations Management

Event & Function Management

Customer Relationship Management

Administration & Guest Services

Team Leadership

Professional Attributes

- Enjoys working collaboratively in team-based projects.
- Able to initiate and manage projects, influence and gain buy-in from management.
- Demonstrated ability to research and produce reports and summaries.
- Manages own time and prioritises workload and tasks effectively. Able to juggle multiple responsibilities.
- Confident communication and interpersonal skills. Builds professional relationships quickly.
- Strong administration skills with proven experience learning and picking up new technologies quickly. Competent user of all Microsoft Office applications, and in-house hospitality management software including OPERA.
- High standards of personal integrity and a strong work ethic.

Personal Attributes

- Place of Birth: Ranavav, Gujarat
- Date of Birth: 02.02.1994
- Nationality: Indian
- Hobbies: Music, dance, folk arts, reading, travel
- Marital status: Single
- Languages: English, Gujarati, Hindi, Marathi (beginner)

Additional Information

Referees:

Mr. Arzaan Billimoria

Front Office Manager

The Taj Mahal Palace and Taj Mahal
Tower, Mumbai

arzaan.billimoria@tajhotels.com

Mr. Jaikant Shroff

General Manager

Taj MG Road, Bangalore

jaikant.shroff@tajhotels.com

