



# VIR PARKASH

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## HOSPITALITY OPERATIONAL EXCELLENCE || COMMERCIAL GROWTH || GUEST EXPERIENCE ENHANCEMENT

**Forward thinker and Passionate Hospitality Professional** with 13+ years of multi-cultural experience in directing the execution of exceptional standards across guest experience, operations, talent development, & financial performance.

### Skill Set

Operational Excellence	Service Strategy & Direction	Room Enhancement Projects
Housekeeping Department Leadership	Revenue Growth	People/Workforce Management
Quality and Compliance Governance	Customer Feedback Mechanisms	Hotel Outreach

- ▶ **Hospitality Driver and team leader** with finesse and flair to deliver exceptional top- and bottom-line growth, and catapult hotel properties at the forefront of the industry
- ▶ Demonstrated prowess in ensuring **effective and efficient operations** of the hotel across F&B and Room Division; spearheading quality initiatives, capital projects and achieving profitability.
- ▶ Accountable for strategy execution, and guiding **individual professional development** of associates.
- ▶ Proven capabilities in developing and maintaining **strong relationships** with key customers, partners, associates, external bodies and instilling the appropriate blend of hotel culture and business philosophies.

### Accomplishments

- Successfully Completed Elevate 1, Elevate 2 & Elevate 3
- Received Department of the year award ▪ Hilton Labriz Seychelles ▪ 2016
- Received Manager of the Year award ▪ Hilton Labriz Seychelles ▪ 2017
- Received 4DX Department of the year award ▪ Hilton Labriz Seychelles ▪ 2018
- Completed the revered [Shine 1 Engaging Future EC-4Ds Program, Part of the ENGAGE Leadership Series from Hilton](#) ; a vital stepping point for transition to Senior Hotel Management roles. ▪ Feb 2020

### Brand Associations



## CAREER CONTOUR

### Executive Housekeeper & Quality Manager

**Hilton Seychelles Labriz Resort & Spa** – Silhouette Island, Seychelles || Apr '18 – Present

**Value Offered:** Directing and coordinating hotel operations to meet and exceed guest expectations; paving the way for key property issues – customer service, capital and refurbishment projects, quality and audit compliance; Serves as a replacement operations manager for extensive periods while managing complete hotel operations.

- ▶ Achieved outstanding scores in Quality Assurance brand audit above 90%. Four years in row achieved
- ▶ Overall Accommodations ranking no. 9 & Overall experience ranks in top 50 out of 293 Hilton Hotels in region.

**Commercial Growth:** Acquiring business from India by leading engagement initiatives across major cities

- ▶ This includes road shows in Chennai, Ahmedabad, and Delhi (Sept 2019)
- ▶ Attending Daily business calls with revenue management department
- ▶ Contributing to future business planning via weekly Business Forecast Meetings
- ▶ Leading collaborative initiatives with Seychelles Tourism Board & all Major hotels in Seychelles; this includes Expos and show; STB 2019/OTM Feb2020

## Hotel Management – Room Division

- Coordinating front office activities of hotel and resolving reservation and room assignment activities and unusual requests and inquiries by performing duties personally or through subordinate supervisors.
- Leading high valued accommodation projects aimed at upgradation of rooms, addition of villas, refurbishment etc
- Establishing operating procedures and revenue programs as per brand standards to meet room and rate objectives
- Developing annual budget, monitoring variances, tracking labour and related expenses.
- Maintaining procedures for security and guest monies; maintaining hotel emergency procedures.
- Authorizing, restricting and unrestricting as necessary all room types and rate levels considering commitments, Transients on the books, tentative, transient/group histories, internal excess commits, etc., to maximize revenue
- Carrying out facility inspections and utilize the best practices in order to create safe and hygienic environments.
- Driving quality initiatives through OEX and preventive maintenance plan.
- Driving and supporting sustainable and eco-friendly initiatives at the property.

## Inventory Control

- Establishing sufficient inventory levels via physical verification of stock and inventory control methods.
- Ensuring tools, materials equipment & manual are available for the work force at all times.
- Managing and maintaining the reliability of the systems, equipment, properties and assets in the facility.

## Customer Relationship Management

- Ensuring maximum guest satisfaction by proactively understanding guest needs and creating tailored experiences.
- Accepting, handling, and resolving customer service issues as they relate to service quality.
- Liaising with clients & customers to coordinate corporate events whilst building rapport and bolstering relationships.
- Soliciting guest feedback by responding personally with guests via questionnaires and via social media portals.

## Team Leadership

- Building a remarkable positive work culture based on empathy and mutual respect among diverse units.
- Handling team performance reports, conducting training sessions, meetings and providing feedback to members.
- Driving weekly 4dx wig sessions with department heads for quality commitments & actions to improve overall guest experience.
- Leading revenue wig sessions with all revenue generating departments to weekly review revenue performance and commitments.
- Ensuring that employees are up to date on work, safety, health, hygiene, brand standards, energy and environment conservation.

<b>Executive Housekeeper ★ Hilton Seychelles Labriz Resort &amp; Spa – Silhouette Island, Seychelles</b>	Jul '16 – Apr '18
<b>Assistant Executive Housekeeper ★ Hilton Chennai – Chennai, India</b>	Nov '14 – Jul '16
<b>Deputy Housekeeper ★ Taj Vivanta Panjim – Goa, India</b>	Aug '13 – Nov '14
<b>Assistant Manager Housekeeping ★ Westin Gurgaon – New Delhi, India</b>	Apr '12 – Aug '13
<b>Supervisor Housekeeping (Pre-Opening Team) ★ Westin Gurgaon – New Delhi, India</b>	Nov '10 – Mar '12
<b>Executive Housekeeping ★ Holiday Inn Jaipur – Jaipur, India</b>	Oct '09 – Oct '10
<b>Supervisor Housekeeping ★ Taj Exotica Goa – Goa, India</b>	Oct '08 – Oct '09
<b>Guest Service Associate ★ Radisson Blu – Noida, India</b>	May '07 – Sept '08

## **EDUCATION AND CREDENTIALS**

**2007 Bachelor of Science in Hospitality, Catering & Tourism** from Sikkim Manipal University, Gangtok, India

### **Certifications**

Certified First Aider ◇ Certified Trainer ◇ Certified 4DX Coach ◇ Certified WSET Level 1 professional  
◇ Certified BAR Smarts from Pernod & Recard USA ◇ Certified HACCP Level 3 ◇ Certified EMEA Shine1 DO

### **Reference**

**ANDRE BORG** || General Manager || Hilton Seychelles Labriz Resort and Spa  
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