



SHIV YADAV

A CERTIFIED CHARISMATIC TEAM TRAINER

PROFESSIONAL QUALIFICATION

BACHELORS IN HOSPITALITY AND HOTEL ADMINISTRATION

2005-2009

STUDY PROGRAM

Institute of Hotel Management,
Gurdaspur, India

Marc 2005 - April 2008

SERVICE SKILLS

DETAIL ORIENTED

PROBLEM SOLVING

TIME MANAGEMENT

HOSPITALITY MANAGEMENT

Phone

+91 8595858781

Email

enquiries@elitebutlers.co.in

website

www.elitebutlers.co.in

Address

Katan Pahari, Shiv Durga Vihar,
Faridabad, Haryana - 121009

SUMMARY

Self-driven, leading decision maker and motivated luxury hospitality entrepreneur ace with a credible track record of best guest service and tremendous accomplishments in the best-class hotels in the UAE and India with 14 years of experience. A veteran and certified charismatic team trainer with diversified training mastery and experience across the service sector in operations and training. An effective team handler and agile member of AICR for the last 3 years who has traveled across the globe.

WORK EXPERIENCE

April 2022 - Present **FOUNDER AND RECRUITER**

Elite Butlers

- Established Elite butlers, India's first devoted High-Net Worth individuals residential and corporate staffing agency which concentrates on and furnishes the world's best class outstanding hospitality services to the VVIP's HNI's or Elite gentry.
- Direct and govern the business in keeping with the mission, vision, and values delineated to lead the hotel community tomorrow.
- Build and strengthen highly professional connections and oversee the luxury potential clients with the faith, superiority, and professionalism to give the world access and real-life exposure.
- Handling corporate enlistment and appointment of specialists like Estate officials, Lifestyle experts, Personal culinarians, Chauffeurs, Personal associates, and many more in the field of service industry to give the privileged gentry a feel of luxury in their life.
- Strategizing, structuring, and transmitting impressive managerial training using numerous training modules to the staff to grill them in providing wonderful and influential, and convincing client service in terms of loyalty, trustworthiness, and reliability to the high-net-worth individuals and elite people.

Nov 2018 - Dec 2019 **ASST - BUTLER OPERATIONS MANAGER - ACTING HEAD BUTLER**

Caesars Palace Blue waters Dubai

- Pre-opening Front of the house teams - Butler / Guest relations/Front Desk, Designed SOP's, Checklist, Amenities Program, Focus group participation, Pushing online reputation. Up selling program.
- Effectively Managed workforce to ensure minimum accruals impacting the departments profitability.
- Managing FAM trips, VIP delegations, Celebrities and pushing sales opportunities with the team whilst connecting with high value clients and diverting to direct hotel bookings, Meanwhile controlling operating cost. Achieving One Million Dirhams + Rev. along with the team as up selling revenue - MITD
- Departmental Trainer and Active AICR member from last 3 years

Jan 2018 - Nov 2018 **DUTY MANAGER**

Jumeirah Al Qasr

- Managing a motivated team of 30 Guest relations and Reception colleagues and effectively navigation of our valued clients whilst monitoring lobby operations for 2 hotels.
- Effectively managing groups, FIT's whilst ensuring promising CSI scores.
- Handling guest queries and feedback and resolution.

Aug 2016 - Jan 2018 **ASST LOUNGE MANAGER**

Jumeirah Al Qasr

- Handling guest queries and feedback and resolution Meet and greet all the club members and suite guests and assisting the lounges team to ensure that all their request is catered with supreme priority whilst coordinating with all supporting department