



Hyperlink Contacts



Address & Nationality

27 Empire Estate, Sultanpur
New Delhi 110030, INDIA

Current Address

Surabaya, Indonesia

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Academic Qualifications

1998-1999 / Masters in Hotel and
Tourism Management / Institute
Vatel, Nimes, France

1996-1998 / Diploma in Hotel
Management / Merit Swiss Asian
School of Hotel Management, Ooty,
India

GauravSaxena

Luxury Hospitality Leader | 22 Years of Global Experience

My *Goal* is to utilize skills acquired over the past 2+ decades working in top international hotels to push the potential of a hotel and its team to the maximum. My expertise lies in finding revenue making ventures as well as discovering unique opportunities to improve stagnated guest satisfaction scores. I also take a creative approach to marketing, encouraging teams to think out of the box all whilst being highly detailed & holding true to the hotels brand attributes.

<https://www.instagram.com/jwmarriottsby/>

My Objective is always to ensure a consistent strengthening of the "four pillars" of operational success i.e. Revenue, Profit, Guest Satisfaction, and Associate Well-being.

Marriott Leadership Performance Appraisals (LPA)

SP (Superior Performance) – Year 2018 to 2022

WORK EXPERIENCE

JW Marriott Surabaya, Indonesia - [link](#)

General Manager / Mar 2020 – Current

407-room landmark 5 star business hotel in the city employing 500 full and part time associates. Top 6 F&B earning Marriott hotels in Indonesia. #2 Luxury Hotel for ITR in Indonesia (Excluding Bali)

Yearly Hotel Turnover: US \$ 15,000,000

Director Operations / Aug 2018 – Feb 2020

Increased overall Guest Intent to Recommend (ITR) Scores from 68.1 (2018 JW APEC Rank 25/35) to 76.3 (2020 JW APEC Rank 19/42)

Special Achievements

2022 / Exclusive nomination from within APEC hotels to participate in the **Leading Luxury** training – Developing the Luxury Hotel Leaders of tomorrow – 2022 / JW Marriott Surabaya

2022 / Nominated for the **Food & Beverage Leadership / Innovation Award – 2021** / JW Marriott Surabaya

2022 / **Finance 360 for General Managers** / JW Marriott Surabaya

2008 / **Wine Fundamentals I & II** / International Guild of Sommeliers / San Diego School of Culinary Arts

2001 / **Manager of the Quarter** / Hyatt Regency Chicago

What I Enjoy

Keeping myself abreast with the technological, cultural and political happenings around the world as well of course innovations in the food beverage & hotel industry in general. I like training others and have been called upon to help open the JW Marriott Singapore as task force.

I usually go shopping for produce & other fresh ingredients from the local markets and plan meals around these trips. I always look forward to outings, travelling and learning a little more than what I knew a day before. I invest in time to stay holistically fit.

I enjoy philanthropy & occasionally donate to causes professionally & personally

Languages / Spoken / Understood

English | Hindi | French | Nepalese

Director Food & Beverage / Sep 2014 – Aug 2018

F&B Profile: All Day Dining – *Pavilion* (renovated November 2017); Two Specialty Restaurants – *Tang Palace* (Cantonese) & *Imari* (Japanese); Steakhouse – *Uppercut* (renovated June 2019) + IRD/Lounge Bar/ Pastry Shop + 34,000 sq. feet of events space

Yearly F&B Turnover: US \$ 8,000,000

With a high focus on service & food quality with strategic renovations and concept changes me & my team managed to increase F&B revenue by 50% and F&B satisfaction by 23.5 points over 4 years.

Hyatt Regency Dushanbe, Tajikistan - [link](#)

Director Food & Beverage / Sep 2010 – Sep 2014

F&B Profile: All Day Dining – *Focaccia*; *The Bar*; *Lobby Lounge & Terrace* + IRD / Pastry Shop + 15,000 sq feet of events space

Yearly F&B Turnover: US \$ 2,000,000

- Creating & managing divisional budget & marketing plan
- Hosting Embassy & Head of State Events
- Operating during lean periods under our contingency plan.

The Grand (Prev. Grand Hyatt) New Delhi, India - [link](#)

Assistant Director of F&B / Nov '09 – Oct '10

390-room luxury business hotel with 11 F&B Outlets. My focus was on managing the 31,000 sq. feet of event space. The hotel constantly hosted weddings and conferences for up to 1500 guests.

Radisson Resort & Spa Alibaug, India - [link](#)

Food & Beverage Manager / Apr '09 – Oct '09

88-room, 4 F&B Outlets, 31,000 sq. feet of event space

Hyatt Regency Mission Bay, San Diego, USA - [link](#)

Banquet Manager / Apr '06 – Jan '09

Managed the convention services, bars and banquet events for the 30,000 sq. feet of event space

Park Hyatt Beaver Creek, CO, USA - [link](#)

Restaurant Manager & Chief Steward / Jul '04 – Mar '06

150-cover ADD restaurant / 20,000 sq. feet of event space

Grand Hyatt Dubai, UAE - [link](#)

Restaurant Manager / Aug '02- Jun '04

Pre-Opening Manager Managing the Pool & Spa F&B Outlets and 24Hr *Al Nakheel Lounge*.

Hyatt Regency Dubai, UAE - [link](#)

Restaurant Manager / Apr '02-Aug '02

Hyatt Regency Chicago, USA - [link](#)

Asst. Manager & Chief Steward / Aug '00 - Jan '02