Zaki Basalath

2621 Carrolwood Dr. Naperville, IL 60540

(630) 222-7517 zakibasalath@outlook.com

Adept at increasing revenue and bottom-line flow through by using a combination of exacting revenue-yield management and expense reduction.

Teacher, coach, mentor, public speaker, and leader professing the Two E's of hospitality, Excellence in guest service and Empowerment of team members to embrace the organization. **PROFESSIONAL EXPIERENCE**

HILTON GARDEN INN General Manager

- 129 rooms, Three Star Full Service property, \$5M budget, 6,500 sq. ft. banquet space
- Employed since February 2003, where I was the general manager of Hampton Inn & Suites which I currently overseeing. After exceeding projections and expectations year over year, I was promoted to the opening and still current general manager of a brand new Hilton Garden Inn.
- Management responsibility of the hotel and banquets
- Staff over 52, with 8 direct Managerial reports
- Achieved increases in bottom-line revenue and P&L's year over year due to intense concentration on Revenue • Management and Expense reduction
- Increase in RevPAR index in STR competitive set
- Increase YTD in SALT guest experience scores to exceed brand standards

HAMPTON INN & SUITES

Hotel General Manager

- 90 room mid-scale hotel, \$3 million budget •
- Directed hotel team through new hotel opening process.
- Managed and train Front Office Manager, Department Heads, conduct housekeeping inspections. ٠
- Staff over 22, with 3 direct Managerial reports
- Achieved increases in bottom-line revenue and P&L's and bottom-line revenue. •
- Increase in RevPAR index in STR competitive set.
- Increase YTD in SALT guest experience scores to exceed brand standards.
- Led competitive set-in occupancy, average rate, RevPAR growth and index each month.

HAMPTON INN BY HILTON

Hotel General Manager

- 150 room mid-scale hotel, \$5 million budget
- Awarded as one of the top 10 revenue generated hotel.
- Management and train Front Office Manager, Department Heads, conduct housekeeping inspections.
- Staff over 30, with 4 direct Managerial reports
- Achieved increases in bottom-line revenue and P&L's and bottom-line revenue.
- Increase in RevPAR index in STR competitive set.
- Increase YTD in SALT guest experience scores to exceed brand standards.
- Led competitive set-in occupancy, average rate, RevPAR growth and index each month.

HILTON HOTEL - Lisle - Naperville, IL

Front Office Manager

HILTON HOTEL – O'Hare Airport Chicago, IL

- Assisted hotel front desk with reservations, check-in & check-out guests.
- Receive four promotions within the department: lead agent, supervisor, senior supervisor, training manager.

EDUCATION

Master of Arts Degree in Business Administration, June 1986 ٠

ADDITIONAL SKILLS

- Team player who can perform under pressure. •
- Excellent Accounting, Microsoft Office, knowledge
- Superior negotiation skills

REFRENCES:

• Available upon request

Chicago/Bolingbrook, IL February 2003 – October 2015

Chicago/Bolingbrook, IL October 2015 – Present

O'Hare Airport Chicago, IL October 1998 - February 2003

June 1996 – October 1998

April 1994 – June 1996

Hyderabad, India

Front Desk Agent