



Panyarak Lavilas

General Manager

Profile

Dedicated hotel general manager with more than 5 years of experience providing clients with the highest degree of hospitality and customer service by ensuring that facilities meet and exceed expectations. Strong leader possessing outstanding work ethic and integrity, always dedicated to meeting budget and meticulously documenting financials. Manages by leading and showing staff the rewards of pushing past their own expectations to provide the best work possible.

WORK EXPERIENCE

Samui Luxury Villa, Koh Samui Thailand

30 April 2015 – Present

Hotel General Manager

- Oversee all hotel activities, including hiring and firing, supervising employees, and training staff of more than 90 employees.
- Increased room revenues
- Developed and saw hotel-wide renovation project through to completion while staying within budget
- Ensure highest standards of professional services to customers.
- Initiate cost effectiveness controls and revenue management techniques.
- Prepare, review and assess monthly or periodic financial statements.
- Create brand image for the hotel.
- Develop strategies for organizing, staffing, planning and executing functionalities.
- Provide training for hotel staff in delivering care that meets the best standards and practices.
- Develop day-to-day operations and functions of a hotel ensuring total guest satisfaction.

Oriental Beach Pearl

Jan 2013- Feb 2015

Assistant Manager

- Coordinated duties of hotel departments including Housekeeping, Front Office, Engineering, and Food & Beverage Teams. Ensured employees were performing assigned tasks and reacted to staff & guest needs.
- Focused on Problem Resolution to address any guest issues and trained staff in Problem Resolution, achieving best monthly score in hotel history in first full month on the job.
- Charged with providing a strong lobby presence to greet, assist, and connect with guests. Responsible for giving detailed information and tours regarding the history of the hotel.
- Fully developed Manager on Duty program for staff to utilize in my absence. Developed Life Safety & Emergency Procedures Manual for hotel use.
- Developed training classes for Managers in Training and led Employee Recognition Committee in addition to daily duties.

Talay Tara Resort, Sam Roi Yod

Mar 2010 - Jan 2013

Assistant Manager

- Manages the Front Desk team to include efficient staffing, team member development and training, performance management and policy enforcement
- Monitors arrivals/departures and makes staffing adjustments accordingly
- Responds effectively to guest inquiries related to GM Talay Tara and providing excellent guest service
- Performs other job-related duties as assigned
- Assigns and instructs Front Desk Representatives in details of work
- Informs guests about the hotel facilities, policies and procedures. Provide tourist information to guest
- Ensures that every effort is made to attain the best possible average room rate and

Lagacy Suite Hotel, Bangkok

Apr 2007 - Jan 2010

Assistant Manager

- Looked after various improvements regarding hotel work procedures, handling various clients, and looking after their expectations
- Assisted the senior hotel managers and executives in demonstrating various client-oriented work and associated activities
- Communicated with other clients, and coordinating for meeting the contractual obligations, handling the property management, etc.
- Supervised and looked after day-to-day activities that comprised of safety or security of customers, overall maintenance procedures, sales, and budget, etc.
- Handled other assigned hotel operations like handling the overall cost flow, administering the overall budget, looking after the operational review, etc.

Education

October 2024

PhD. Management, (Project Management) State University of Management, Moscow, Russia.

August 2024

Master's degree of Project Management, State University of Management, Moscow, Russia.

February 2010

Certification in Interior Design (residential), Design Collage.

October 2004

Bachelor Degree, Fine and Applied Arts, Chulalongkorn University, Thailand

Skills

- Undertaking continuous training to learn and understand the latest managerial policies and practices.
- Sociable and personable.
- Capable of carrying individual and collective responsibility.
- Having a flexible “can-do” attitude and a positive approach to problem.

Presentable and articulate.

- Microsoft Office /Word/ Internet
- Photography

Activities

- Reading and studying new art and design.
- Travelling and sightseeing new places.
- Painting and singing.
- Yoga practicing and exercise.

Contact

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“Thank you for your time and consideration.”