



Yogesh Mukund Ghosalkar

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Mall Management Professional

PROFILE SUMMARY

- A competent professional having work experience of around 24 years with Malls in Operations, Property Developer in Facilities, BPO in Facilities & Administration, Hospital in facilities, Cruise & Hotels in Hospitality services.
- Mall Management (Operations & Facilities) experience of 10 years.
- Facilities & Administration experience of 4 years.
- Hospitality Management experience of 10 years.
- Currently associated with **Mall of The Millennium - Pune** (Alyssum Developers Pvt Ltd - The Phoenix Mills Ltd) as **Asst. General Manager - Operations** reporting to **Centre Director**.
- Proficient in executing all the operations in the organization with new initiatives for enhancing facilities/services.
- Expert in providing direction & structure for department goals, skilful at implementing new service ranges to increase customer satisfaction.
- A keen communicator with honed interpersonal, problem solving and analytical skills.

SKILL SET

Administrative.
Facilities Management.
Team Management.
Purchase & Vendor Management.
Training.
Retail Relations.
Fit out Management.

ORGANIZATIONAL EXPERIENCE

Mall of The Millennium - The Phoenix Mills Ltd, Pune.

Sep'24 till Date: Asst. General Manager - Operations.

Key Result Areas:

- Contribute to the provision of quality services by providing high level of inter department coordination with internal departments and provide services in a professional and efficient manner.
- Develop and deploy the mall management strategy and implement policies and processes related to parking, housekeeping, horticulture, pest control and facade cleaning across all the mall and common area in coordination with Centre Director.
- Prepare an overall budget for the Operations department incorporating operations, security, FLS and engineering Income and expenses.
- Ensure adherence to the budget assigned for the various activities/ areas of operations (such as Engineering, Parking, Housekeeping etc.)
- Develop and maintain good working relationships with all retailers by interacting with them on a regular basis and resolve their issues.
- Monitor the completion of leasing administration process by the retailer, provide with Occupant's Manual and monitor adherence to all policies/procedures related to store display, logistics, garbage, mall timings etc.
- Identify potential agencies for Housekeeping, Parking, Horticulture, fulfilling the pre-defined criteria and conduct the empanelment of the same.
- Ensure adherence to the defined/ desired timelines for resolution of retailer complaints through Smile Centres.
- Defining the Service Standards for the Engineering, Housekeeping, Security agency in line with corporate standards and develop the deployment plan with the teams.
- Define Parking Guidelines / Rules for the Parking operations and ensure parking revenue maximization through efficient utilization of parking space and improving the overall service levels.
- Drives the development and implementation of the maintenance strategy with the Chief Engineer across all the equipment / systems within the property, covering aspects of preventive and break-down maintenance, in order to provide a comfortable and secure environment for customers.
- Liaise with local municipal authorities/ government and other regulatory bodies along with the Manager - Liaison and ensure that all permissions/ licenses are in place.
- Maintain the Retailer Satisfaction, Retailer relationship, Agency Relationship & Customer satisfaction.
- FLS, Security and Parking - Zero tolerance for FLS and ensuring all equipment installations are always in healthy working condition. Appropriate security measures without offending the customers and ensuring smooth ingress egress of cars with minimum time and maximizing the parking revenue

- Engineering and Projects - Best practices to be followed. Strong planning, least inconvenience to customers/retailers and sticking to timelines with no compromise on the quality.
- Training - Trainings on different modules to refresh the technical/soft skills of work force and keeping a tab in ensuring that regular trainings are imparted to entire workforce.
- Revenue Maximization and Collection - Additional revenue streams to be explored like storage space, optimum utilization of parking space, concierge desk, other value add services to enhance the experience and revenue.
- Events Execution- Working in very close coordination with Marketing team and ensuring smooth flow of event without compromising on the overall quality.
- Cost Control- More vendor development and vendor relationship to keep a cost under check and as per market rates.

Highlights:

- Execution of EV charging facility.
- Digitalization of complaint management system.
- Execution of digital locker facility.

Infiniti Mall – K Raheja Realty Pvt Ltd, Mumbai.

Jan'22 to Sep'24: Manager – Operations (Ops Lead).

Apr'18 to Jan'22: Deputy Manager – Operations.

Aug'16 to Mar'18: Assistant Manager – Facilities.

Key Result Areas:

- Contribute to the provision of quality services by providing high level of inter department coordination with internal departments and provide services in a professional and efficient manner.
- Identify operational problems and to find prompt and viable solutions.
- Ensure that day-to-day mall operations are carried out as per the pre-set guidelines.
- Accomplish departmental responsibilities with the help of the assigned team members with set timelines.
- Adopt new processes and procedures to ensure smooth operations and cater to guest comfort and convenience.
- Ensure department SOP's are practiced in totality in order to ensure quality standards and smooth functioning of the mall. Suggest new SOP's, revision when deemed necessary.
- Proposing annual budget as per the required manpower, consumables and commercials.
- Prepare operations capital expenditure budget for the mall related to all the customer experience projects.
- Ensure that the information desk team provides excellent service and personalized attention to the guest and retailers.
- Monitor and audit the loyalty program inclusive of acceptance of bill/redemptions of points/GV management etc.
- Ensure timely delivery of all the services like housekeeping, façade cleaning, horticulture, pest control.
- Authorising the consumables required within the budget.
- Ensure working condition of all the equipment's and machineries.
- To prepare Pre-set training and ensure the same being followed with the time- frame.
- Ensure timely Mystery Audit is being conducted as per the agreement.
- Ensure that the food court monthly audits are carried out and any visible deviations are dealt accordingly.
- Ensure that the Business Allowable, Store key and Fire audits are conducted on a regular basis.
- Sharing monthly department MIS and Mall TD report to senior management on time.
- Ensure the timely delivery of daily Mall report to senior management.
- Liaise with Marketing and Security team in order to plan event flows and ensure that the same has been executed smoothly and successfully.
- Be a supporting entity for Parking & Security departments.
- Ensure smooth operations of the staff canteen with reference to the products sold, maintain strict hygiene, operational timing, etc.
- To perform the purchase function effectively and efficiently by keeping a watchful eye on the best competitive pricing, high quality, prompt after-sales service within the set time frame.
- To ensure that all contract agreements and rate contracts are followed, negotiated and renewed well before the expiry dates. Vendor development, Raising PR & issuing PO to vendors.
- Preparing Annual Maintenance Contracts (AMC's) and provide necessary SOW in the SLAs of finalized service providers.
- Timely submission of vendor invoice to Accounts with proper verification and timely bill payment.
- Support and guide the retail relation team in coordinating with upcoming retailer's project team with regards to seeking approvals from Mall Architect team on basic layout, front facade elevation, SLD, isometric drawings etc.
- Ensure that the Fitouts are carried in line with the Mall laid down policies and evaluate Fitout progress, deviations to be brought to the retailers SPOC notice and rectified.
- Execute annual Retail awards.

Highlights:

- Played Key role in laying of policies and protocols for Mall pertaining to Covid 19 compliances/guidelines.
- Regular audit of the facilities to ensure that all Covid 19 norms are adhered.
- Negotiation and purchasing of equipment and supplies related to safety against Covid 19.

Puranik Builders Ltd, Thane.**Jul'15 to Aug'16: Manager – Facility Management Services.****Key Result Areas:**

- Manage FM operations for residential and commercial sites of Thane, Mumbai & Pune with outsourced FM agencies.
- Overseeing facility operations of Puranik HO, all sales & site offices of Thane & Pune.
- Monitoring all aspects of facilities (cleaning, horticulture, pest control, fire & safety, DG service, lifts and solar heating panels, club house) and negotiate vendor contracts with clear SLA.
- Monitoring and audit of vendor's performance.
- Prepare department budget and monitor its adherence.
- Verification and certification of vendor invoices.
- Set up standard operating procedures and system to enhance effectiveness of FM operations.
- Resolving customer dissatisfaction by attending / investigating of complaints.
- Overseeing repairs & maintenance activity.
- Securing the building by establishing and enforcing policies and procedures.
- Ensuring that complaint and customer resolution certificate are properly recorded.
- Identifying current and future needs.
- Drive project closure with Construction/Project Management following intense quality control and testing procedures.
- Handover residential/commercial units to customers on possession.
- Manage customer interactions and coordinate with internal departments to resolve customer issues/ escalations.
- Attend to customer grievances, and resolve customer issues during defect liability period.
- Ensure proper handling of possession formalities by on site Facility executives.

Highlights:

- Taking handover of all administrative activities for sale and site offices from HR & Admin department.
- Restructuring of facility department and amalgamation of soft and technical services in FMS department.

High Street Phoenix Mall – The Phoenix Mills Ltd, Mumbai.**Jun'13 to Jul'15: Assistant Manager – Operations.****Key Result Areas:**

- Responsible for smooth functioning of mall as Manager on Duty.
- Monitoring & resolving customer related issues and complaints in Mall.
- Monitor the functioning of floor helpdesk and floor managers.
- Assist in budgeting of operational expenditure for facility services (HK, Pest control, Façade cleaning and Horticulture) for the financial year.
- Monitoring the agency performance and ensuring they function as per the standards set by the Mall.
- Training department staff and outsourced agency staff to improve standards and efficiency.
- Ensure implementation of SOP's and timely review.
- Consumables management & cost saving through rate contracts.
- Enforce service standards for the housekeeping agency, in line with corporate standards and the cleanliness and hygiene expected by the customers.
- Monitor traffic management and provide support to the parking agency.
- Enforce the defined guidelines / rules for the parking operations.
- Fitout coordination with new brands and coordinate with Mall's projects, leasing, engineering and Retail excellence team if required.
- Address technical related issues of retailers and commercial offices in coordination with mall engineering team and liaise with engineering team for timely resolution.
- Take corrective actions for all lapses found in the mystery & intercept audits.
- Ensure that the Fire & safety and key audits are conducted for stores.
- Shortlisting candidates for the position of Floor managers.
- Preparing & monitoring KRA's of each Floor manager.
- Delegating function area to each floor manager to increase efficiency and timely deliverance of work.

Highlights:

- Apart from oversee regular Mall operations, handling Commercial building tenants as an additional responsibility.
- Mall SPOC for soft service agency.

WNS Global Services Ltd, Mumbai.

Feb'12 to Jun'13: Assistant Manager – Facilities & Administration.

Jul'11 to Jan'12: Sr. Executive – Facilities & Administration.

Key Result Areas:

- Oversee general administration, housekeeping, pest control, horticulture, cafeteria, security etc while on shift.
- Monitoring mailroom and stationery ordering.
- Ensure that the employee created tickets for the shifts are closed / addressed, report is generated and provided to senior management on time.
- Ensure all office equipment's are in working conditions.
- Guest House operations & management.
- Carryout fire evacuation drills at regular intervals.
- Issue access cards with due approval processes.
- Ensure safety and security of centre at all given time.
- Evaluate and resource cafeteria vendors from time to time.
- Timely renewal of contracts and incorporating of required SOW in agreements.
- Processing and verifying monthly invoices of vendors and their timely payments.
- Ensuring conformity of compliances by the vendors.

Highlights:

- Admin SPOC for all client visits (Arrangements of meeting rooms, customized stationeries, refreshers, Lunches/Dinners, Airport/Hotel pickup & drops etc).
- Overseeing Cafeteria & Event management.

PREVIOUS EXPERIENCE

Sep'10 to Jun'11	Kohinoor Hospital – Equator Property Managers Pvt Ltd, Mumbai as Facilities Executive.
Oct'02 to Jun'10	P&O Cruises, Southampton (UK) as Associate.
May'02 to Oct'02	Hotel Fariyas, Mumbai as Supervisor.
Aug'2000 to Feb'02	Hotel Taj Mahal, Mumbai as Apprentice.

PROFESSIONAL AFFILIATIONS

WNS Global Services Ltd, Mumbai.

- Shooting Star performance award for the quarter.

P&O Cruises, UK.

- Long service award.

Hotel Taj Mahal, Mumbai.

- Appreciation from Hotel General Manager for excellent guest service.

CERTIFICATIONS

- Government of Maharashtra Apprenticeship.
- Fire prevention & Fire Fighting & Elementary First aid from Marine Training Academy.
- AI & Automation in MS Excel workshop from Skill Nation.

ACADEMIC DETAILS

- B.Sc (Tourism & Hospitality) from Madurai Kamaraj University, Madurai, Tamil Nadu.
- H.S.C (Science) from I.Y. State Government College, Mumbai, Maharashtra.
- S.S.C from St. Francis D'Assisi High School, Mumbai, Maharashtra.

IT SKILLS

Tools: MS Office (Word, Excel and PowerPoint).
Software Applications: Yardi, IDS, F Suite.

PERSONAL DETAILS

Date of Birth: 24th July 1980
Nationality: Indian
PAN Number: AKLPG2380A
Marital Status: Married
Driving License Details: MH04/20110067517
Languages: English, Hindi and Marathi
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REFERENCES

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