



## **Mr. Pankaj Mathur**

### **Vice President, Pride Plaza Hotel Aerocity, New Delhi**

Pride Hotels is pleased to announce the promotion of Pankaj Mathur to the post of Vice President.

The energy and enthusiasm that he has continued to use while leading the employees have brought him to this position. A pioneer in the hotel industry, Pankaj Mathur spearheads the hotel's efforts in building the Pride Plaza brand, a new landmark in the Indian Luxury Hospitality space. His in depth understanding of planning, supervising and managing operations including new set ups and properties have a wave of transformation and have strived to position Pride Plaza as a leading brand in the premium segment. His initiative of rolling out of the fabulous Five Senses programme to ensure that the Plaza marks an everlasting impression in the lives of their guests has set a benchmark for all the other hotels in the group. For complete guest satisfaction, he has started a guest centric system called Pride Service where every team member is well trained to meet a guest's expectation and contribute to creating a lasting impression. Pankaj is continuously moving ahead with a vision to offer an unparalleled stay experience customized to appeal to the senses of the cosmopolitan world traveler and a mission to make Pride Plaza an Employer of Choice.

In order to fulfil this, he has implemented one of the most benevolent "open door policy, wherein the employees are encouraged to come forward to share their grievances or issues brazenly. To facilitate free and open communication, there is a programme of "Coffee with GM", wherein the employees get together for an informal coffee session with the General Manager and share their thoughts and ideas. The free flow of communication is also

promoted through social networking sites from Facebook (Facebook at Work) to Whatsapp Groups such as Service Champion Group.

In terms of his background, Pankaj Mathur comes with more than 3 decades of experience in the hospitality industry and brings with him a wealth of operation and management experience.

He has worked with brands like JHM Interstate, Starwood, Hyatt, Marriott, Oberoi, Taj and Welcomgroup. In his tenure at various organizations, Pankaj Mathur has spearheaded across verticals such as Pre-Opening and Set up, Optimizing Guest Satisfaction, Human Resources Management, Marketing Management, Operational Excellence, and Training Leaders for the future, Change Management building strong cohesive teams for success. He in his vast experience is well-known to be a creative revenue generator, constantly striving towards attaining complete guest satisfaction.

Being a people's person his associates and peers have always looked up to him as a mentor. He is a complete family man and loves to spend time with the family. Apart from that he is a qualified trainer and is passionate on leadership and soft skills training.

***Pride Plaza Hotel Aerocity, New Delhi***