

HOTEL CORPORATION OF INDIA LTD.



Hotel Corporation of India Limited (HCIL) operates The Centaur Hotel New Delhi, Centaur Lake View Hotel Srinagar, Chefair Delhi, Chefair Mumbai and two Airport Lounges at T3, IGI Airport, New Delhi.

The Company is inviting experienced professionals of Indian nationality to apply for the following positions:

S. No.	POST	LOCATION	TOTAL VACANCIES	CATEGORY-WISE VACANCIES					EMOLUMENTS (COST TO COMPANY)
				GEN	SC	ST	OBC	EWS	
1.	General Manager - Centaur Lake View Hotel, Srinagar	Srinagar	1	1	-	-	-	-	Rs. 105,000/-
2.	PR & Marketing Manager	Delhi	1	1	-	-	-	-	Rs. 75,000/-
3.	IT Manager	Delhi	1	1	-	-	-	-	Rs. 75,000/-
4.	Sales Manager – Corporate	Delhi	1	1	-	-	-	-	Rs. 75,000/-

I. The eligibility criteria and other details are as under:

1. **GENERAL MANAGER – CENTAUR LAKE VIEW HOTEL, SRINAGAR:**

a) He/She will be responsible for the overall operations and P&L of the hotel, running & growing the business of the hotel, enhancing customer experiences and improving NPS, maintenance & upkeep of the property as well as the overall development & welfare of the human capital.

b) **ACADEMIC & PROFESSIONAL QUALIFICATION**

Minimum of 3-year full-time Degree/ Diploma in Hotel Management from a recognized Hotel Management Institute in India or overseas. MBA will be an added advantage.

c) **EXPERIENCE:**

Minimum of 15 years of hotel experience, with at least 5 years as Director of Operations or equivalent reporting to the GM, in a Global/ Indian hospitality chain of repute. Preference shall be given to those having hotel experience in Jammu & Kashmir and/or of J&K domicile.

The incumbent will be well versed with implementing international best practices, covering, but not limited to, development & adherence to operational brand standards, proficiency in customer & guest relationship management, driving up customer satisfaction, enhancing online reputation across all social channels & online travel aggregators, hotel budgeting,

setting of departmental goals, guiding & driving teams to achieve peak operational efficiencies, driving up employee satisfaction as well as nurturing & maintaining superior relationships with local bodies.

Pre-opening experience or those with experience in coordinating with the Projects/ Technical Services team to implement renovations/ refurbishment of a running hotel will have an added advantage.

2. PR & MARKETING MANAGER:

- a) He/She will be responsible for implementing international best practices in optimising the brand equity for Centaur hotels through design & execution of effective marketing campaigns across print & online platforms for both trade & consumers; design & implement the marketing strategy, goals & objectives; review & create content marketing strategy including management of brand.com; plan & execute photo-shoots; set, track & report performance against KPIs for the department; use data & reports to make evidence-based decisions; create, present & implement the annual marketing plan and ensure spends are managed to optimise sales; managing NPS & online reputation.
- b) **Academic & Professional Qualification:** Minimum of a graduate from a recognised University/ Institution. MBA with specialization in Marketing along with Certification in Digital Marketing and PR/ Media Relations, will be at an advantage.
- c) **Experience:** Minimum of 6 years of experience in a Global/ Indian hospitality chain/ Restaurant Chain/ Food Aggregator/ Digital Agency of repute, of which at least 2 years should be in assisting the head of Marketing for a hotel in a reputable brand.

Apart from a pleasing personality and excellent written & oral communication skills including presentation and interpersonal skills, those with a hands-on experience of CRM and SEO tools like Google Analytics, Google Ads, Hub Spot, Web Trends Sales Force, etc. as well as implementing and managing print & social media campaigns and managing the brand.com will be at an advantage.

3. IT MANAGER:

- a) He/She will be responsible for developing & implementing the company's digital roadmap aligning it with its business goals; oversee management of the Servers & Domain; use stakeholders' feedback to recommend necessary improvements and adjustments to existing IT infrastructure; recommend & implement new technology systems and infrastructure that yields competitive advantage; help departments use technology profitably; supervise system infrastructure to ensure functionality and efficiency; Recommend, implement & monitor Data Privacy & Protection processes & SOPs; monitor KPIs and IT budgets; coordinates with related AMC vendors; help launch PMS/CRS/ Central Call Centre, PG integrated new

Website/ APP, Biometrics & new modules on Tally/ SAP; Generate automated MIS & explore use of technology to reduce overall operational costs and initiate digital record-keeping.

- b) **Academic & Professional Qualification:** Minimum Graduate degree in Computer Science, Engineering or a related field. MCA or other relevant degree will be an added advantage.
- c) **Experience:** A minimum of 5 years in the hospitality industry of which at least a minimum of 2 years should be in assisting the head of IT of a reputable hotel.

Strategic thinking and strong business acumen are essential in this role. Well-versed in current technological trends and familiar with a variety of business concepts in the hospitality sector. Experience in a Flight Catering organization would be an added advantage.

4. SALES MANAGER - Corporate:

- a) He/She will be responsible for managing accounts that have a potential for both The Centaur Hotel, New Delhi and Centaur Lake View Hotel, Srinagar; conducts site inspections; uses superior relationship building and networking skills to penetrate accounts; maintains a high conversion rate; analyzes market developments and production details to prioritize efforts in enhancing share of wallet.
- b) **Academic & Professional Qualification:** Minimum of a Graduate/ 3-year Diploma from a Hotel Management school. MBA with a specialization in Marketing will be at an advantage.
- c) **Experience:** Minimum of 6 years of experience in a Global/ Indian hospitality chain of repute with a minimum of 3 years in Sales. Candidates having good networking with high potential Global and LNR accounts in the Corporate market will be preferred.

II. **REPORTING:** All positions, unless otherwise specified, will report to the Chief Executive Officer. This may, however, be changed at the discretion of the management at any time whatsoever and without assigning any reason thereof.

III. **UPPER AGE LIMIT:** Upper age limit is 50 years. Upper Age limit is relaxable by 5 years for SC/ST & 3 years for OBC candidates. Ex-Servicemen will be given age relaxation as per rules. Candidates would be required to produce the original certificate issued by the appropriate authority for Central Government employment in all cases of relaxation.

IV. **PLACE OF WORK:** Unless otherwise stated, all incumbents will be positioned at the Corporate Office in Delhi. The nature of work and posting can, however, be changed without giving any reason thereof and will be at the sole discretion of the Company.

- V. **DURATION OF FIXED TERM CONTRACT:** Incumbents will be engaged on a Fixed Term Contract (FTC) for a period of 3 years. The Fixed Term Contract shall be extendable, depending upon performance and Company's requirement.
- VI. **CTC / Total Emoluments:** During the FTC period of 3 years, candidates will draw the consolidated emoluments as mentioned above. Statutory deductions such as PF, etc. will be applicable. Additionally, a 10% deduction is currently being levied as Economy Measures on the CTC. Based on consistent exceptional performance, CTC may be reviewed every year.
- VII. **ENTITLEMENTS:**
- a) For post mentioned in Sr. No. 1, i.e. General Manager – Centaur Lake View Hotel, Srinagar, the incumbent will be entitled to the following:
- i. Designated furnished GM's apartment in the hotel for self and immediate members of the family, comprising of spouse & 2 children, for which a deduction of Rs. 2500/- per month (which could increase at the discretion of the Management) will be made on a monthly basis.
 - ii. Self and immediate members of the family, comprising of spouse & 2 children, will be entitled to boarding in the Coffee Shop for which a sum of Rs. 750/- per month for self and Rs. 1500/- per month per family member (which could increase at the discretion of the Management) will be recovered for this facility. Alternatively, the incumbent has the option to cook on his/her own in the designated GM's apartment at his/her own expense.
 - iii. He/she will be allowed the use of the Company's vehicle strictly only for official purposes.
 - iv. Expenses incurred towards official outstation visits will be reimbursed by the Company as per prevailing rules of the Company.
 - v. Reimbursement of mobile expenses up to a maximum limit of Rs. 900/- p.m. on production of actual bills.
 - vi. Incumbents will be entitled to staff discounts, as per prevailing rules of the Company.
- b) For all other positions, i.e. Sr. No. 2, 3 & 4:
- i. Incumbents will be entitled to free meals on duty and staff discounts, as per prevailing rules of the Company.
 - ii. Expenses incurred on any local travel for official purposes, as approved by the concerned approving authority will be provided.
 - iii. Expenses incurred towards official outstation visits will be reimbursed by the Company as per prevailing rules of the Company.
 - iv. Reimbursement of mobile expenses up to a maximum limit of Rs. 400/- p.m. on production of actual bills.
- c) **SELECTION PROCESS & OTHER TERMS:**

1. Interested candidates, who fulfil the above eligibility criteria as on **March 1, 2022**, will be required to send the completed Application Form (see prescribed format below) along with the self-attested documents in support of their candidature which must include the following:
 - a. Date of birth.
 - b. Educational Qualification & Professional Qualification.
 - c. Experience Certificate or the Appointment Letter and Relieving Letter/ Full & Final Clearance Letter from all the previous employers.
 - d. Those applying under the Reserved category vacancy are required to submit the appropriate Certificate in the prescribed proforma issued by the appropriate authority for Central Government employment.
 - e. Caste Certificate (For SC/ST/OBC Candidates only), EWS Certificate in the prescribed format issued by the Competent Authority (For EWS Candidates only).
 - f. Candidates belonging to OBC Category should be in possession of Category Certificate in the prescribed format meant for Central Government employment along with “Non-Creamy Layer” status. Please note that the validity of “Non-Creamy layer” Certificate should not be older than 6 months from the date of eligibility criteria.
 - g. Applicants serving in Government/ Semi-Government/ Public Sector Undertakings or Autonomous bodies may route their Applications through proper channel or along with the “No Objection Certificate” from their present employer.
 - h. Names along with email ID and Telephone/ Mobile Nos. of the reporting managers from the previous 3 organizations to be provided for Reference Checks.
 - i. All candidates are required to submit a self-attested copy of the first two and last two pages of their Indian Passport (issued on or after 01.01.2021). Alternatively, they will be required to submit a Police Verification certificate, which upon selection, will have to be produced in original, prior to being appointed.
 - j. Candidates not fulfilling all the criteria and/or unable to show the supporting documents in original in support of their candidature, as stated above, will not be allowed to appear for the interview and the candidature shall be disqualified.
2. The envelope must be super-scribed with “**APPLICATION FOR THE POST OF (mention the relevant post)**” and sent by Speed Post to the following:

**Chief Human Resources Officer
Hotel Corporation of India Ltd.
The Centaur Hotel
IGI Airport
New Delhi – 110037**

Applications must be received latest by March 26, 2022.

3. Applications received late/incomplete/mutilated or without any of the supporting documents with regard to eligibility criteria will be rejected. Hotel Corporation of India Limited will not be responsible for any postal delay/ loss of any documents during transit.

4. All supporting documents will be required to be furnished in original at the time of interview. In the absence of the supporting documents, etc., the candidature will be rejected.
5. Candidates must ensure that they fulfill the requisite eligibility criteria as on **01.03.2022** and the particulars furnished by them in the Application Form are correct in all respects. At any stage of the Selection Process, or later, should the particulars or the testimonials provided be found to be incorrect/false or discovered that the candidate does not possess the laid down qualification/ meets the stipulated eligibility criteria, the candidature is liable to be rejected at any stage, without entering into any correspondence in the matter. If appointed, services will be terminated without giving any notice or reasons thereof.
6. Candidates will be required to make their own travel arrangements to attend the interview.
7. Selected candidates will be required to undergo Pre-Employment Medical Examination and the cost of the same will be borne by the candidate.
8. Any change in the criteria, amendments or change in the dates, etc. will be uploaded only on the Website and no separate advertisement/ communication will be released.
9. During the course or after completion or during extended term of fixed term engagement, the candidate will not claim for permanent absorption in the Company.
10. Management reserves the right to change the above conditions, based on requirements and without providing any reasons thereof.
11. Any canvassing by or on behalf of the candidate shall lead to disqualification of the candidature.



HOTEL CORPORATION OF INDIA LTD.

APPLICATION FORMAT FOR THE POST OF:

(Delete/ Strike-out whatever is not applicable)

General Manager – Centaur Lake View Hotel, Srinagar
PR & Marketing Manager
IT Manager
Sales Manager – Corporate

Paste a recent
Passport size
photograph

(Please do not
staple)

I. YOUR PERSONAL DETAILS:

a) Name (in CAPITAL Letters): _____

b) Father's Name: _____

c) Address: _____

Pin Code: _____

d) Contact Details:

i) Telephone Nos.: _____

ii) Mobile No.: _____

iii) E-mail id: _____

e) Date of Birth: _____

f) Age (As on 01.03.2022): _____ (Years) _____ (Months) _____ (Days)

g) Nationality: _____

h) Category you belong to: GEN SC ST OBC EWS DEF

II. Particulars for Reference Checks to be conducted by HCI:

S. No.	Particulars of the Referring Manager	Organization 1	Organization 2	Organization 3
1.	Name			
2.	Designation			
3.	Name of Organization			

4.	Name of Current Organization			
5.	Email ID			
6.	Mobile No.			
7.	Telephone No.			

II. Educational/ Professional Qualifications: (10+2 onwards):

Exam. Passed**	University/ Board	Year of Passing	Subjects	% age of Marks

(** List starting with the latest qualification first)

IV. Employment History:

Organization **	Designation	Period		Major Achievement/s
		From	To	

(** List starting with the latest/ current job first. In addition, you may also attach a copy of your latest resume)

V. Any other information: (you may use separate sheet/s) _____

I hereby declare that the above information is correct to the best of my knowledge and belief. I understand that if I have suppressed any factual information, my candidature is liable to be rejected at any stage. I have no objection to HCI conducting my reference checks as per the list provided above, at any stage.

Date:

SIGNATURE OF CANDIDATE

NAME OF CANDIDATE:
