

Ricardo D'Lima, Cluster General Manager for Goa & West Coast region for ITC Fortune Park Hotels

I was born and brought up in Chennai, and completed my schooling at Don Bosco Matriculation school, Egmore. I always enjoyed cooking from a very young age and that led me to take up a Diploma in Hotel Management & Catering Technology from IHM, Chennai and a BBA degree from Annamali University via correspondence around the same time. I started my career as a Hotel Operations Trainee in 2001 and over the last 22 years have grown from supervisory to leadership to management roles across India's leading hospitality brands such as Fortune Park Hotels LTD, Hilton Hotels, GRT Hotel & Resorts, Traders by Shangri La, The Park Hotels, and Le Royal Meridian.

I specialise in new hotel projects and pre-opening, food and beverage concepts and operations, revenue management, profit maximisation, competition benchmarking, sales and marketing, training, NPS and overall quality assurance. Highly motivated and excited about sharing my experiences with a competitive team. In my current role as Cluster General Manager I oversee the operations of 4 hotels and 1 pre-opening hotel. I also represent the brand through participation in industry related events, promotions and any other pertinent vehicles to achieve market leadership, strengthen the brand synergy and acquire new alliances.

Personally I'm an uncomplicated person who enjoys cooking, travelling, reading and likes to switch Off once work is done, living in Goa helps me do that. I enjoy being a doting father to my 10-year-old son. In 2018 I was diagnosed with Acute Myeloid Leukaemia and that changed my life. After 3 sessions of Chemotherapy and a Bone Marrow Transplant I am now 4.5 years in remission of AML. Cancer brought in a different perspective in my approach to life, work and time. I decided I was not going to battle it but rather embrace it, that helped me not just to survive but to thrive, to enjoy each day, appreciate the small things in life and count my blessings. I counsel people who are diagnosed with cancer. I have organised a drive to register Blood Stem Cell donors on DATRI, which is a no-for-profit organisation that helps patients with blood cancer and other fatal blood disorders. I look forward to organising more drives in the future and register more donors as it's the only way to help people with

over 100 fatal blood disorders. Being in a position where I have gotten so much, I think the gift at this point is to give back.