

THE ULTIMATE HOSPITALITY KEYWORD MATRIX



Role-wise operational keywords, recruiter insights, and resume phrases that strengthen hospitality resumes



KITCHEN



HOUSEKEEPING



F&B
SERVICE



FRONT
OFFICE



SALES &
MARKETING



FINANCE &
ACCOUNTS



HUMAN
RESOURCES



ENGINEERING &
MAINTENANCE



SPA &
WELLNESS



SECURITY



PROCUREMENT &
PURCHASE



Built for mid to senior
hospitality professionals **in India.**



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Department

KITCHEN | CULINARY OPERATIONS

HOUSEKEEPING | ROOMS DIVISION

F&B SERVICE | RESTAURANT OPERATIONS

FRONT OFFICE | GUEST SERVICES

SALES & MARKETING | REVENUE GENERATION

FINANCE & ACCOUNTS

HUMAN RESOURCES

ENGINEERING & MAINTENANCE

SPA & WELLNESS

PROCUREMENT & PURCHASE

SECURITY

KITCHEN | CULINARY OPERATIONS

Use these keywords to showcase your culinary leadership, operational excellence, food safety awareness, and kitchen cost control expertise.

Core Operational Keywords

HACCP Compliance, Food Safety Standards, Food Cost Optimization, Yield Management, Menu Engineering, Recipe Standardisation, Portion Control, Culinary Brigade Management, Kitchen SOP Implementation, Mise en Place Standards, Banquet Production Management, Multi-Cuisine Operations

Leadership & Operational Exposure

Pre-Opening Kitchen Setup, Multi-Property Kitchen Oversight, High-Volume Operations Handling, Shift Scheduling & Workforce Planning, Interdepartmental Coordination, Guest Satisfaction Focus, Quality Consistency Management, Cost of Production (COP) Management

Power Resume Phrases

- "Reduced food cost by X% through yield management and portion control initiatives"
- "Led a culinary brigade of X+ associates across multiple kitchen operations and outlets"
- "Implemented HACCP protocols resulting in zero non-compliance observations during food safety audits"
- "Engineered seasonal menus reducing wastage by X% while maintaining guest satisfaction scores"
- "Coordinated banquet production for events serving X+ covers while ensuring operational efficiency"

Systems & Software Keywords

Adaco, FMC (Food & Material Control), MC by Crunchtime, Kitchen Audit Systems, Inventory Management Systems, Micros POS



HOUSEKEEPING | ROOMS DIVISION

Use these keywords to highlight your rooms management expertise, housekeeping operational standards, team leadership capabilities, and commitment to delivering exceptional guest experience and room quality consistency.

Core Operational Keywords

OCC% & Room Inventory Management, Linen & Laundry Cost Control, Room Discrepancy Report, Preventive Maintenance Coordination, Turn-down & VIP Room Setup, Lost & Found Protocol Management, MSDS & Chemical Safety Compliance, Public Area Inspection, Deep Cleaning Schedules, Room Productivity Standards

Leadership & Operational Exposure

Pre-Opening Rooms Setup, VIP & Suite Management, Contractor & Vendor Supervision, Interdepartmental Coordination with Engineering, Team Training & Grooming Standards, Guest Complaint Resolution, Room Inspection & Quality Audits, Laundry Operations Oversight

Power Resume Phrases

- "Maintained housekeeping scores of X% on internal audits consistently across all room categories"
- "Managed linen inventory worth ₹X lakhs with zero shrinkage over X months"
- "Coordinated preventive maintenance schedule for X rooms across X floors"
- "Trained and supervised a team of X room attendants reducing room turnaround time by X minutes"
- "Led pre-opening housekeeping setup for X-room property within X weeks"

Systems & Software Keywords

Opera PMS, HotSOS, REX, Knowcross, Quore, Housekeeping Checklist Apps



F&B SERVICE | RESTAURANT OPERATIONS

Use these keywords to demonstrate your service excellence, outlet management capability, revenue focus, and guest satisfaction track record.

Core Operational Keywords

Average Check (AC) & Cover Count Management, Outlet P&L & Beverage Cost Control, Sequence of Service & SOP Implementation, Upselling & Revenue Per Cover Growth, Reservation & Table Management, Guest Satisfaction Score (GSS) Tracking, Banquet & Buffet Operations Management, Bar & Beverage Management, Menu Briefing & Staff Training, Event & Conference Service Management

Leadership & Operational Exposure

Multi-Outlet Operations Management, Pre-Opening F&B Setup, High-Volume Banquet Coordination, Sommelier & Bar Team Leadership, Guest Feedback & Service Recovery, Revenue Maximisation Strategies, Staff Scheduling & Shift Management, Interdepartmental Kitchen Coordination

Power Resume Phrases

- "Increased average check by ₹X through structured upselling programs across all outlets"
- "Managed banquet operations for events up to X PAX maintaining service excellence"
- "Maintained GSS scores above X% across X consecutive quarters"
- "Oversaw P&L of X outlets with combined revenue of ₹X crores annually"
- "Implemented sequence of service SOP reducing guest complaint instances by X%"

Systems & Software Keywords

Micros POS, Infrasy, Oracle OPERA, OpenTable, ResDiary, Beverage Inventory Systems



FRONT OFFICE | GUEST SERVICES

Use these keywords to present your guest relations expertise, revenue management knowledge, front desk operations, and technology proficiency.

Core Operational Keywords

RevPAR & ADR Optimization, Opera PMS & Channel Management, Night Audit & Revenue Reconciliation, Walk-in Conversion & Room Upselling, OTA & GDS Management, Yield & Occupancy Management, Guest Loyalty & CRM Management, Check-in/Check-out Process Management, Complaint Handling & Service Recovery, Foreign Exchange & Cash Management

Leadership & Operational Exposure

Pre-Opening Front Office Setup, VIP & VVIP Guest Handling, Loyalty Program Management, Inter-departmental Coordination, Revenue Management Collaboration, Night Audit Supervision, Team Briefing & SOP Compliance, Travel Agent & Corporate Account Management

Power Resume Phrases

- "Achieved RevPAR of ₹X against budget through dynamic yield and occupancy management"
- "Managed OTA and GDS channels contributing X% of total room revenue"
- "Maintained ADR of ₹X with X% occupancy during peak season"
- "Handled night audit reconciliation for X rooms with zero revenue discrepancies"
- "Improved walk-in conversion rate by X% through structured upselling training"

Systems & Software Keywords

Opera PMS, IDS Next, Amadeus, Sabre GDS, Galileo, RMS Cloud, eZee Frontdesk



SALES & MARKETING | REVENUE GENERATION

Use these keywords to reflect your account management strength, revenue generation ability, market intelligence, and business development expertise.

Core Operational Keywords

STR Report & Competitive Set Analysis, Key Account & Corporate Sales Management, MICE Segment & Banquet Revenue, OTA & Digital Channel Management, MOU / LOI Negotiation, RFP & Contract Management, Revenue Forecasting & Budget Planning, Rate Parity Management, Brand Partnership Development, Market Segmentation & Account Mapping

Leadership & Operational Exposure

Pre-Opening Sales Strategy, Key Account Portfolio Management, Travel Agent & TMC Relations, PR & Media Coordination, Social Media & Digital Marketing, Corporate Rate Negotiation, Conference & Event Sales, Revenue Management Collaboration

Power Resume Phrases

- "Generated ₹X crores in MICE revenue through structured key account management"
- "Negotiated MOUs with X corporate accounts contributing X% of total room revenue"
- "Managed RFP process for X accounts with X% conversion rate year on year"
- "Grew OTA contribution from X% to X% through channel optimisation and rate management"
- "Exceeded sales target by X% in FY[X] through new account acquisition and retention"

Systems & Software Keywords

Opera S&C, Delphi FDC, SalesPro, STR Global, OTA Insight, Salesforce CRM, TravelClick



FINANCE & ACCOUNTS

Use these keywords to demonstrate your financial acumen, compliance knowledge, reporting accuracy, and hotel accounting expertise

Core Operational Keywords

P&L Management & MIS Reporting, Night Audit & Revenue Reconciliation, Accounts Payable & Receivable Management, Payroll Processing & Statutory Compliance, Budget Preparation & Cost Variance Analysis, SUN Accounting & Opera PMS Integration, Financial Forecasting & Cash Flow Management, GST & TDS Compliance, Internal Audit Coordination, USALI (Uniform System of Accounts for Lodging Industry)

Leadership & Operational Exposure

Pre-Opening Finance Setup, Ownership Reporting & Presentations, Departmental Budget Reviews, Vendor Payment Cycle Management, Bank Reconciliation & Treasury Management, Insurance & Risk Management, Cost Control Initiatives, Statutory & External Audit Management

Power Resume Phrases

- "Managed hotel accounts with annual revenue of ₹X crores with zero audit observations"
- "Reduced accounts payable cycle from X to X days through process restructuring"
- "Prepared monthly MIS and USALI reports for ownership review with X% forecast accuracy"
- "Ensured 100% statutory compliance including GST, TDS, PF, ESIC and labour law filings"
- "Led pre-opening finance setup including chart of accounts, vendor registration and banking"

Systems & Software Keywords

SUN Accounting, Opera PMS, Tally ERP, FutureLog, Material Control, SAP FICO, Xero



HUMAN RESOURCES

Use these keywords to highlight your people management skills, talent acquisition experience, compliance knowledge, and culture-building capability.

Core Operational Keywords

Talent Acquisition & Pre-Opening Staffing, Learning & Development / Training Calendar, Employee Engagement & Retention Programs, Performance Management System (PMS), Labour Law & Statutory Compliance, Attrition Management & Exit Analysis, HR Budgeting & Manpower Planning, Onboarding & Induction Management, Grievance Handling & Disciplinary Procedures, Succession Planning

Leadership & Operational Exposure

Pre-Opening HR & Staffing Strategy, Culture Building & Employer Branding, Departmental Manpower Planning, Union & Works Committee Management, POSH Compliance & Internal Committee, Diversity & Inclusion Initiatives, Employee Welfare & Benefits Management, HR Audit & Compliance Review

Power Resume Phrases

- "Reduced attrition from X% to X% through structured engagement and retention initiatives"
- "Managed end-to-end pre-opening staffing for X key positions within X months"
- "Designed and executed L&D calendar for X employees across X departments"
- "Maintained 100% statutory compliance across PF, ESIC, gratuity and labour law"
- "Built employer brand resulting in X% increase in quality applications year on year"

Systems & Software Keywords

Keka HR, Darwin Box, GreytHR, Spine HR, SAP SuccessFactors, Opera PMS (for payroll integration), ATS Platforms



ENGINEERING & MAINTENANCE

Use these keywords to showcase your technical expertise, facilities management capability, energy efficiency focus, and property maintenance standards.

Core Operational Keywords

Preventive & Predictive Maintenance Planning, HVAC, Plumbing & Electrical Systems Management, Energy Conservation & Sustainability Initiatives, Annual Maintenance Contracts (AMC) Management, BMS (Building Management System) Operations, Capital Expenditure (CAPEX) Planning, Fire Safety & Compliance Audit Management, Water Treatment & Sewage Management, Life Safety Systems Management, Snag List & Punch List Management

Leadership & Operational Exposure

Pre-Opening Engineering Setup & Snagging, Contractor & Vendor Management, Green Hotel & LEED Certification, Guest Room Maintenance Response, Cross-Departmental Coordination, Engineering Budget Management, Utility Cost Optimisation, Emergency Response & Crisis Management

Power Resume Phrases

- "Reduced energy consumption by X% through BMS optimisation and LED retrofitting"
- "Managed AMCs worth ₹X lakhs across X vendors with zero SLA breaches"
- "Led CAPEX projects worth ₹X crores including renovation and equipment upgrades"
- "Maintained zero major equipment breakdown record across X consecutive months"
- "Completed pre-opening snagging for X-room property within X weeks ahead of schedule"

Systems & Software Keywords

HotSOS, Quore, BMS Systems, AutoCAD (basic), IBM Maximo, Knowcross Engineering Module



SPA & WELLNESS

Use these keywords to reflect your wellness programming expertise, therapist leadership, revenue management ability, and guest experience focus.

Core Operational Keywords

Spa Revenue & Treatment Menu Management, Guest Consultation & Wellness Programming, Therapist Training & Treatment Quality Audits, Retail & Product Sales Management, Spa Scheduling & Capacity Optimisation, Wellness Retreat & Package Design, Hygiene & Sanitation Protocol Compliance, Body Treatment & Facial Protocol Management, Aromatherapy & Holistic Wellness, Membership & Loyalty Program Management

Leadership & Operational Exposure

Pre-Opening Spa Setup & Menu Design, Multi-therapist Team Management, Wellness Brand Partnership, International Treatment Certification, Guest Feedback & Complaint Resolution, Seasonal Promotion Planning, Revenue Per Treatment Hour Optimization, Vendor & Product Partner Management

Power Resume Phrases

- "Grew spa revenue by X% through wellness package design and retail upselling initiatives"
- "Maintained X% guest satisfaction scores across all spa treatments for X consecutive months"
- "Trained team of X therapists across X treatment modalities including [specific treatments]"
- "Designed seasonal wellness retreats generating ₹X lakhs in additional non-room revenue"
- "Launched signature treatment menu increasing treatment bookings by X% in first quarter"

Systems & Software Keywords

Book4Time, SpaSoft, Mindbody, Zenoti, Opera S&C (for spa bookings), Retail POS Systems



PROCUREMENT & PURCHASE

Use these keywords to highlight your vendor management expertise, cost control ability, inventory management skills, and procurement process knowledge.

Core Operational Keywords

Vendor Development & Rate Contract Negotiation, Purchase Order & Inventory Management, Food & Beverage Cost Control & Yield Analysis, Store Management & Stock Reconciliation, FIFO & Shelf Life Compliance, Capital & Operating Expenditure Procurement, Supplier Audit & Quality Control, Market Survey & Price Benchmarking, Import & Bonded Store Management, Wastage Control & Variance Reporting

Leadership & Operational Exposure

Pre-Opening Purchase Setup & Vendor Empanelment, Annual Rate Contract Negotiations, Multi-Property Procurement Coordination, Budget vs Actual Cost Monitoring, Cross-Department Indent Management, Perishable & Non-Perishable Inventory Control, Statutory Compliance in Procurement, Sustainability & Local Sourcing Initiatives

Power Resume Phrases

- "Negotiated vendor contracts resulting in X% reduction in annual procurement costs"
- "Managed purchase orders worth ₹X crores annually across X vendor categories"
- "Implemented FIFO system reducing food wastage by X% across all F&B outlets"
- "Developed X new local vendors reducing single-source dependency and cost by X%"
- "Led pre-opening vendor empanelment for X-room property across X procurement categories"

Systems & Software Keywords

Adaco, FutureLog, MC (Materials Control), Birchstreet, Opera PMS (purchase module), Tally ERP, FMC



SECURITY

Use these keywords to demonstrate your loss prevention expertise, emergency response capability, team management skills, and safety protocol knowledge.

Core Operational Keywords

Loss Prevention & Asset Protection, CCTV Surveillance & Access Control Management, Emergency Response & Crisis Management, Fire Safety Drill Coordination, Guest & Staff Safety Protocol Implementation, Vendor & Visitor Management System, Liaison with Local Law Enforcement, Perimeter Security & Patrolling, Baggage Screening & Metal Detection, Incident Report Management

Leadership & Operational Exposure

Pre-Opening Security Setup, Security Team Briefing & Deployment, VIP & VVIP Security Coordination, Emergency Evacuation Planning, Internal Investigation & Loss Prevention, Event Security Management, Staff Background Verification, Crisis Communication Coordination

Power Resume Phrases

- "Managed security operations for a X-room property with X security personnel across X shifts"
- "Implemented access control system reducing unauthorized entry incidents by X%"
- "Conducted monthly fire safety drills and emergency response training for X staff"
- "Maintained zero major security incident record across X consecutive months of operations"
- "Coordinated VIP security for X high-profile events including [type of event]"

Systems & Software Keywords

CCTV Management Systems, Honeywell Access Control, Bosch Security Systems, Incident Management Software, Visitor Management Systems



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