



Ajay

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Address: Kanakkada Parambil (H),Ponekkara,
Ernakulam,Kerala, Aims P.O

OBJECTIVE

To work as position to ensure customer satisfaction by achieving delivery of service quality norms through interaction with clients, prompt handling of guest request, and complaint resolution.

CORE COMPETENCIES

- ☆ General Administration
- ☆ Facility Management
- ☆ Guest Relationship Management

TECHNICAL SKILLS

- ☆ PC, Hardware and Networking

EXTRA CURRICULAR ACTIVITIES

- ☆ promoting a positive, tolerant and multicultural school environment

PERSONAL DOSSIER

Date of Birth: 10th Dec 1996

Languages Known: English, Malayalam

PASSPORT DETAILS

Passport No:

Place of Issue:

Date of Expiry:

PROFILE SUMMARY

- Reviewed housekeeper schedules on a daily basis and ensure completion of assignment charts given to them
- Provided keen oversight to daily operations of the laundry department, along with supervising property staff of 30 employees
- Ensure maintenance and record keeping of company vans to achieve guest satisfaction
- Administered the areas of housekeeping , hotel maintenance, staff management, grounds upkeep, and front desk operations
- Created and oversaw all department schedules, payroll, cost accounting, and labor controls
- Applied expertise in handling and maintaining 100% guest satisfaction
- Successfully boosted property quality service course from 76% to 92%, by efficiently fostering teamwork while demonstrating time management and overall leadership skills as well as focusing on guest services, property maintenance, and house keeping standards

WORK EXPERIENCE

- Oyo Homes and Hotels Private Limited
April 2019- august 2020
Hotel manager
- KTDC Raindrops Chennai
December 2017- February 2019
HOT(Hotel Operation Trainee)

ACADEMIC CREDENTIALS

B.Sc. (Hospitality and Hotel Administration)

Oriental School of Hotel Management, Wayana , Kerala

IGNOU (NCHMCT under the ministry of Tourism Govt.of India)

Indira Gandhi National Open University, New D lhi. 59%

12th (Commerce); 2014

A.C.S.E.M.H.S.S, Kerala with 70%

10th; 2012

A.C.S.E.M.H.S.S, Kerala with 75%

INDUSTRIAL TRAINING

Organization: The Zuri Kumarakom Resort & pa

Role: IET

Duration: 06 months