



Ajay

Mobile: +91-9744636100

Email: kbajay300@gmail.com

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:

About Me

With a solid background in guest service and hotel operations, I bring hands-on experience in room inspections, guest interactions, and cross-functional training. My tenure in roles at OYO Homes & Hotels Pvt Ltd and Hotel Jass Continental has honed my skills in maintaining high-quality standards and fostering positive guest experiences. Eager to transition into a hotel management position, I am dedicated, adaptable, and committed to driving excellence in hospitality.

WORK EXPERIENCE

November 2021-Current Cochin, India

Store Manager

OLA ELECTRIC PVT LTD

- Leadership: Ability to lead and motivate a team to achieve sales targets and provide excellent customer service.
- Staff Management: Experience in hiring, training, scheduling, and evaluating employees to ensure a productive and efficient workforce.
- Communication: Strong verbal and written communication skills to interact with customers, employees, and upper management effectively.
- Problem-Solving: Proven ability to identify issues, develop solutions, and implement strategies to improve store performance and resolve customer complaints.
- Inventory Management: Proficiency in inventory control, ordering, and stock replenishment to maintain adequate product levels and minimize shortages.

APRIL 2019-AUG 2020

Hotel manager

OYO HOMES & HOTELS PVT LTD

- Performing self room inspections and accepting feedback from room quality inspections performed by inn management and trained team members
- Cross train in laundry, maintenance, and/or front desk job functions, if possible
- Other duties as assigned

5 JUL 2017 APRIL 2019 Malappuram, India

Senior guest service associate

HOTEL JASS CONTINENTAL

- Maintain positive guest interactions and provide special services for guests upon request
- Communicate with front desk staff daily room information, maintenance cards, lost and found items and any discrepancies between stayovers and checkouts
- Inspect room fixtures and accessories for proper location, operation and function; reporting to maintenance and front desk any concerns

ACADEMIC CREDENTIALS

B.Sc. (Hospitality and Hotel Administration)

Oriental School of Hotel Management, Wayanad , Kerala.

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

Indira Gandhi National Open University, New Delhi.

INDUSTRIAL TRAINING

Organization: The Zuri Kumarakom Resort & spa

Role: IET

Duration: 06 months