

MAUSIN SUNASARA

HOSPITALITY MANAGEMENT
CUSTOMER RELATIONSHIP
CLIENT RELATIONSHIP EXECUTIVE
SALES ASSOCIATE



HOTEL OPERATING SYSTEM

Fortune NextGen 6I (IDS)
Param Infotech
Kautilya
Eazy
Zenoti

PERSONAL SKILLS

Good Communicator
Reliable and professional
Organized
Time management
Team player
Fast learner
Motivated

PERSONAL DETAILS

Date of Birth - 06-April-1994
Heights - 173 Cm
Weight - 78kg
Blood Group - O+
Language - English, Hindi, Gujarati
(Urdu & Arabic Can Read Only)

HOBBY & INTEREST

Feeding Pet Animals
Bike Riding
Reading Novels

PROFESAIONAL REFERENCE

Mr Ved Sharma - +91-9833852941
Asst Vice President Of HOE Welness

Mr Subrajit Bardhan - +91-9909042401
General Manager Of DoubleTree By Hilton Ahmedabad

PERSONAL CONTACT

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<https://www.linkedin.com/in/mausin>

PROFILE

- Extremely motivated to constantly develop my skills and grow professionally. I am confident in my ability to come up with interesting ideas for unforgettable hospitality management & Customer Relationship .A specialist who has achieved Hotel management responsibilities as a customer service executive and demonstrated ability to continuously perform productively in any work environment. Keen interest in a position involving check-in of passengers greeting and assisting Hotel customers in a polite and courteous manner. A specialist who has achieved Front office management responsibilities as a customer service agent and demonstrated ability to continuously perform productively in any work environment. Ability to work effectively in a team environment. Assisting staff members for smooth and safe operations matching the standards set by the company. Outstanding customer service and interpersonal skills.

PROFESSIONAL EXPERIENCE

SENIOR SALES ASSISTANT QATAR DUTY FREE

Qatar Airways, DOHA, QATAR | Nov-2022 To March-2023

SR. FRONT DESK EXECUTIVE & SALES CONSULTANT

Advanced Hair Studio, Ahmedabad | Aug-2020 To Present

SPA MANAGER

Prana SPA, DoubleTree By Hilton Ahmedabad | Oct-2019 To Aug-2020

ASSISTANT SPA MANAGER

O2 Spa, Hotel Novotel Ahmedabad | Oct-2018 To Oct-2019

SALON SUPERVISOR

ISAS International Beauty School Ahmedabad | April-2018 to Oct-2018

SENIOR FRONT OFFICE EXECUTIVE

Regenta Central Antarim Ahmedabad | Dec-2016 to March-2018

FRONT OFFICE EXECUTIVE

Hotel El-Dorado Ahmedabad | Feb-2016 to Dec-2016

PAYROLL EXECUTIVE

Ravine Hotel Panchgani | Sep-2014 to Sep-2015

COMPUTER OPERATOR

Pharmasave INC, Mumbai | Feb-2013 to Sep-2014

EDUCATION

BACHELOR OF COMMERCE (CERTIFICATION PENDING)

ISBM University, Ahmedabad | 2020 to 2023

HIGHER SECONDARY CERTIFICATE

Jharkhand State of Open School, Ranchi | 2013 to 2014

SENIOR SECONDARY CERTIFICATE

Convent of Jesus & Mary School, Palanpur | 2010 to 2011

WORK EXPERIENCE ROLES & RESPONSIBILITIES

SENIOR SALES ASSISTANT QATAR DUTY FREE. (4 MONTHS)

Qatar Airways, DOHA, QATAR | Nov-2022 To March-2023

- Assess customers needs and provide assistance and information on product features
- Ensure high levels of customer satisfaction through excellent sales service
- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- Go the extra mile to drive sales
- Maintain in-stock and presentable condition assigned areas
- Actively seek out customers in store
- Remain knowledgeable on products offered and discuss available options
- Process POS (point of sale) purchases
- Cross sell products
- Handle returns of merchandise
- Team up with co-workers to ensure proper customer service
- Build productive trust relationships with customers
- Comply with inventory control procedures
- Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design)

SR. FRONT DESK EXECUTIVE & SALES CONSULTANT. (2.3 YEARS)

Advanced Hair Studio, Ahmedabad | Aug-2020 To Nov-2022

- Handling inquiries on phone as well as on emails
- Ensure that the Studio Standards are followed.
- Compile statistics for front office and provide reports relating to that area.
- Maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of self and colleagues at front Office.
- Coordinate with contact Center & pan India head FD head according to protocol.
- Coordinate with Studio Manager, Consultant to assign consultation scheduling
- Prepare all weekly and monthly reports
- Ensure all monetary transaction are conducted & consulted according as per protocol
- Coordinate with accounts department on all monetary transactions, quotations, receipts
- Maintains walking relationships, communication with all departments and coordinates accordingly
- Resolves guest problems as per international standard, quality effectively and courteously
- Maintains all patient data in software as per protocol
- Ensuring targets for FD are met.

SPA MANAGER (11 MONTHS)

Prana SPA, DoubleTree By Hilton Ahmedabad | Oct-2019 To Aug-2020

- Maintaining spa according to standard of operating procedure
- All spa equipment should be active and ensure following flower decoration should be done daily basis
- Act as a spokesperson for the Spa and the Brand
- Work with Corporate advertising, promotion and public relations as required
- Work with hotel and regional sales and marketing as required
- Submit monthly report requirements and information to General Manager-Spas, and General Manager-Hotel, including monthly business report, and treatment audits
- Assist in the recruitment, development and training of all department heads and support staff
- Adhere to Standard Operating Procedures Manual
- Facility walk-through to have a visual presence within the department for all spa staff
- Within 2 days of the month-end profit and loss statement distribution, submit variance report to Hotel Manager and/or Executive Assistant Manager

ASSISTANT SPA MANAGER (1 YEAR)

O2 Spa, Hotel Novotel, Ahmedabad | Oct-2018 To Oct-2019

- Help build a high-performing team that works together collaboratively, through skills development and training in accordance with the Spa Manager's guidelines.
- Ensure that the set-up of the spa area and facilities is correct at all times, and well presented. Maintain concise records of all spa items in order to ensure the facility is able to function seamlessly, and the guest experience is maintained.
- Assist Spa Manager in all areas of spa operations, including inventory management, monitor key performance indicators and the prepare KPIs and spa revenue reports. Complete shift reports for the Spa Manager.
- Supervise daily spa operations and ensure service standards are upheld. Exemplify excellent customer service and ensure excellent service is consistently delivered to all guests.
- Monitor, respond to and action guest feedback as appropriate. Review all guests feedback in relation to assigned area, and if required, ensuring corrective measures are implemented, guests are contacted and follow up is provided. Further using this feedback, work towards continued growth in the overall guest satisfaction rating for the area by identifying areas potentially underperforming.
- Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment. Comply with environmental, health and safety policies and procedure.
- Assist in the management of staff scheduling. Assign daily tasks to team members, in accordance with Spa Manager's guidelines.
- Provide training to support individual and team performance, as requested by Spa Manager.

WORK EXPERIENCE ROLES & RESPONSIBILITIES

SALON SUPERVISOR (7 MONTHS)

ISAS International Beauty School Ahmedabad | April-2018 to Oct-2018

- Providing all services offered by the salon, which includes hair cutting and styling as well as hair removal and beauty treatments.
- Recruiting salon staff that meets mandatory educational and licensing requirements.
- Preparing work schedules for salon staff.
- Setting goals for each staff member, evaluating staff performance, and providing training and overall guidance.
- Monitoring salon supplies and equipment and ordering new stock as needed.
- Creating and distributing promotional material to attract new clients.
- Addressing and resolving client complaints regarding salon services and employee behavior.
- Processing clients' payments and maintaining accurate financial records.
- Ensuring that the salon is clean and well-maintained at all times.

SENIOR FRONT OFFICE EXECUTIVE (1.4 YEARS)

Regenta Central Antarim Ahmedabad | Dec-2016 to March-2018

- Executes all duties related to the Hotel's front office operations, such as registration of guests during check-in, checking/verifying guests' particulars, updating of room status, departure calls/checks etc.
- Cashiering duties (compute and collect applicable rates from guests) including trial balance and shift closing
- Answering inquiries by guests (email/phone/at the counter) and render reasonable assistance/services within the expectations of keeping with excellent hospitality standards
- May be tasked to execute room checks, reservations and public area checks etc. as part of the Hotel's effort to offer staffs more holistic training, towards possible promotion
- Execute all reasonable work processes as instructed by the Company / its Managers from time to time towards the smooth management / operations of the Hotel

FRONT OFFICE EXECUTIVE (11 MONTHS)

Hotel El-Dorado Ahmedabad | Feb-2016 to Dec-2016

- Welcoming guests and checking their details against their bookings
- Allocating guests their rooms and providing keys
- Answering phones from prospective customers and guests, taking messages and delivering them
- Completing administrative tasks such as filing and photocopying
- Responding to requests for help and information
- Providing concierge services, such as booking theatre tickets, arranging travel and providing information about local amenities and attractions
- Preparing room bills and ensuring prompt payments
- Checking guests out, taking payments and returning deposits

PAYROLL EXECUTIVE (1 YEAR)

Ravine Hotel Panchgani | Sep-2014 to Sep-2015

- Collect daily, weekly or monthly timesheets
- Calculate bonuses and allowances
- Prepare employees' compensation by the end of each month using payroll software
- Schedule bank payments or hand out paychecks directly to employees
- Distribute payment statements and gather signed receipts (digital or paper)
- Report on payroll expenses
- Ensure wages and tax withholdings comply with regulations
- Enter new employees' data (e.g. bank accounts and tax identification numbers) into internal databases
- Answer questions about compensation, benefits, taxes and insurance deductions

COMPUTER OPERATOR (1.9 YEARS)

Pharmasave INC, Mumbai | Feb-2013 to Sep-2014

- Handle maintenance and operation of our computer systems
- Set controls on computers and other devices, respond accordingly when errors occur and maintain records of job runs
- Analyze common issues and take steps to reduce or eliminate them, and collaborate with other IT personnel and seek help from supervisors to develop relevant solutions
- Perform preventative maintenance on hardware and software, troubleshoot malfunctions and call for repairs as needed
- Maintain equipment inventories and order supplies and hardware accordingly
- Ensure the security and privacy of the system for our clients