

# GOVIND VAISHNAV

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## Professional Summary

Dynamic and results-driven professional with a proven track record in managing operations, leading teams, and delivering exceptional customer experiences. Skilled in strategic planning, problem-solving, and fostering team collaboration to drive operational excellence and achieve organizational goals. Adept at adapting to dynamic environments, anticipating customer needs, and implementing innovative solutions to enhance performance and guest satisfaction. Demonstrates strong leadership, critical thinking, and decision-making abilities to effectively manage day-to-day operations while maintaining a focus on results.



## Skills

- Leadership and team management
- Strategic planning and operational efficiency
- Problem-solving and critical thinking
- Exceptional communication and interpersonal skills
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and hotel-specific platforms (MICROS Opera, Hotsos)
- Strong focus on customer satisfaction and service excellence
- Fluency in English and Hindi

## Professional Experience

### Manager - Rooms

Espire Hospitality • Country Inn Tarika, Goa

June 2024 – Present

- Oversee daily operations of the resort to ensure seamless guest experiences.
- Implement efficient housekeeping services to maintain high cleanliness standards.
- Utilize critical thinking and problem-solving skills to address operational challenges and drive organizational success.

### Assistant Manager - Housekeeping

Espire Hospitality • ZANA Ranthambore

August 2023 – May 2024

- Supervised and coordinated housekeeping staff to maintain cleanliness and hygiene standards across the property.
- Demonstrated strong leadership and management skills to ensure the smooth functioning of the housekeeping department.
- Focused on operational efficiency and guest satisfaction through proactive problem-solving and process improvements.

### Team Leader

Raffles • Udaipur

December 2022 – August 2023

- Led and motivated a team to achieve operational excellence and deliver exceptional guest service.
- Utilized effective communication and negotiation skills to foster a positive work environment.
- Anticipated and fulfilled customer needs, ensuring high levels of guest satisfaction.

### **Team Leader - Housekeeping**

*Accor • Ibis Styles, Goa*

#### **July 2021 – December 2022**

- Supervised housekeeping operations, ensuring compliance with cleanliness and quality standards.
- Managed team schedules and workloads to optimize productivity and efficiency.
- Addressed guest requests and concerns promptly to maintain a positive guest experience.

### **Housekeeping Supervisor**

*Hard Rock Hotel, Malaysia*

#### **December 2019 – April 2021**

- Supervised and trained housekeeping staff to ensure smooth operations and high service standards.
- Managed room status updates, inventory, and departmental equipment maintenance.
- Addressed guest requests and complaints, ensuring prompt and satisfactory resolutions.

### **Housekeeping Guest Service Associate**

*Hard Rock Hotel, Malaysia*

#### **February 2019 – November 2019**

- Maintained high cleanliness standards for guest rooms and public areas.
- Replenished minibar supplies, managed inventory, and reported maintenance concerns.
- Ensured compliance with safety regulations and hotel policies.

### **Internship Training**

*The Ambassador Hotel, Mumbai*

#### **June 2017 – November 2017**

- Gained hands-on experience in multiple departments, including front office, housekeeping, food & beverage, food production, and banquet sales.
- Assisted in guest check-ins, dining services, event coordination, and kitchen operations.

## **Education**

Degree/Certification	Institution	Board/University	Performance
<b>B.Sc. in Catering Science and Hotel Management</b>	Rig Institute of Hospitality and Management, New Delhi	Bharathiar University, Coimbatore	Final Year Exams Pending
<b>Senior Secondary Education</b>	Jawahar Navodaya Vidyalaya, Udaipur	CBSE	82.8%
<b>Secondary Education</b>	Jawahar Navodaya Vidyalaya, Chittorgarh	CBSE	8.6 (CGPA)

## **Achievements**

- **Appreciation Certificate** from Raffles Udaipur (twice).
- Team Leader of the Quarter (Jan–Mar 2022) at Ibis Styles, Goa.
- Team Leader of the Quarter (Jul–Sep 2022) at Ibis Styles, Goa.
- **Outstanding Performance Certificate** by Hard Rock Hotel for exceptional commitment.
- Recognized for service and support during the COVID-19 pandemic by Hard Rock Hotel.
- Multiple certificates for organizing and participating in events such as *Saraswati Pooja* (2018), *Rig Brain Blaster* (2017), and *Cheers to the World* (2016).
- Certified in Rajasthan State Information Technology.