



PARK HYATT®



ITC HOTELS



## JOCELYN VAZ

EXPERIENCED HOTEL PROFESSIONAL

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## OBJECTIVE

To elevate customer service to new heights, my objective is to leverage my skills and expertise in cultivating dynamic teams and refining processes. This approach aims to effortlessly capture every potential revenue opportunity while optimizing cost-effectiveness without compromising on assets, standards, or safety. My overarching ambition is to ascend to the role of a regional general manager, aspiring to make a meaningful impact on my colleagues, community, and country.

## LANGUAGES

English, French and German.

## COMPUTER SKILLS

Microsoft office, property management systems: Opera, Fidelio, Micros, IDS, Protel, Reserve, Marsha, Valhalla, SynXis, travelclick, Amadeus, Hotelogix, Other systems knowledge includes Osource system for leave applications, payroll related activities, FCS. ReviewPro

## THE RITZ CARLTON, BANGALORE

LOYALTY & ROOMS OPERATIONS MANAGER,  
MARCH 2023 – DECEMBER 2024

## DAN HOTELS, BANGALORE, INDIA

FRONT OFFICE MANAGER, OCT 2021 – JAN 2023

## ZURI ZANZIBAR, TANZANIA

DIRECTOR OF ROOMS / OPERATIONS MANAGER  
NOVEMBER 2019 – NOVEMBER 2020

## DAN HOTELS, INDIA

FRONT OFFICE MANAGER  
OCTOBER 2018 – OCTOBER 2019

## MALAHINI RESORT & SPA, MALDIVES

FRONT OFFICE MANAGER  
NOVEMBER 2017 - MARCH 2018

## ITC HOTELS LIMITED, INDIA

JUNE 2016 - NOVEMBER 2017, MOD

## SHANGRI-LA HOTELS, MALDIVES & MUSCAT

APRIL 2011 – DECEMBER 2015 ACTING FOM

## WESTIN DUBAI MINA SEYAHİ BEACH RESORT AND MARINA

NIGHT MANAGER  
OCTOBER 2010 - APRIL 2011

## PARK HYATT DUBAI, UNITED ARAB EMIRATES

ASSISTANT MANAGER FRONT OFFICE  
MAY 2008 – SEPTEMBER 2010

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**EDUCATION**

**INSTITUTE HOTELIER CESAR  
RITZ, LE BOUVERET  
SWITZERLAND (JULY 1999 –  
JULY 2001)**

Diploma in Hospitality Management and Food and Beverage Operations.  
Awarded The Cesar Ritz award for high academic achievement for the two-year programme, with a GPA of 3.0 and a scholarship for continued higher studies.  
Played on football team.

**TAJ FORT AGUADA BEACH RESORT, GOA, INDIA**

DUTY MANAGER

FEBRUARY 2007 - APRIL 2008

**THE GOA MARRIOTT BEACH RESORT, GOA, INDIA**

ASSISTANT MANAGER FRONT OFFICE

October 2005 - February 2007

**THE TAJ COROMANDEL, CHENNAI, INDIA**

Front Office Executive / Training Duty Manager

January 2004 - January 2005

**THE MILLENNIUM HOTEL, ST. LOUIS, USA**

ROOMS DIVISION INTERN

September 2001 - March 2003

**Achievements**

- Driving the intent to recommend score throughout all departments by getting team members to understand what it means to win guest loyalty. Loyalty score reached highest ever during my tenure in 2024 by exceeding the goal of 80% more than 50% in 2024, driving enrolments and exceeding the monthly goal by 120%. Being recognised as guest voice champion on more occasions than one can remember.
- Reorganized operational depts into more efficient process driven units working together, Implemented SOP / P&P for critical areas. Implemented VIP transport service sequence on arrival / departure. Trained and mentored security team manager & leaders on emergency situation drills, roles and responsibilities, crisis handling / monitoring of critical areas / investigation of guest & team member incidents/ reporting & logging reports systematically to maintain a database / deployment of guards with a specific purpose around resort. Trained front of house team on inhouse reservation process, handling of arrivals, departures, VIP's both local and international, implemented a multi-task approach to the concept of the front office, implemented night audit checklist and required reporting sent to relevant resort management, use of guest name while answering any guest query internal or external,

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operator trained on handling emergency situations/ basic room service orders, logging and reporting of daily shift wise guest requests for concerned depts analysis. Trained transport team on proper care and accountability, maintenance of all resort vehicles, recording and maintaining of fuel weekly & monthly, trained staff on safety procedures.

- Scheduled all resort operational managers leave requests, weekly days off, facilitated morning briefings in absence of GM.
- Implemented SOP of materials gate pass and visitor pass system.
- Implemented guest items on loan at front desk. Lost & found process implemented in collaboration with housekeeping, front office and security.
- Implemented SOP and facilitated handling of tip procedure together with finance, HR for all operating depts.
- Implemented an entire resort wide COVID 19 handling procedure and ensured trainings conducted weekly with situation handling, ensuring orientation for all new joiners.
- Set up SOP's / P&P's to ensure collective team focus on efficiency and productivity of tasks, mentored duty managers/team leaders/golden keys concierge/ handled revenue management, inventory control, channel / GDS management, necessary corporate reports & presentations.
- Set up of private jet division, creation of operational P&P/SOP's, set up of exclusive airport lounge and services, besides training of local govt airport staff on resort specific tasks. Co-ordination point person of local airport, customs, immigration and security agencies on all private jet movement of guests to and from the resort.
- Implemented revenue initiatives which increased dept profitability by 20%. Increased motivation 50% by linking appraisal process of dept to recognition system for more accountability.
- Point person resort ops for 17<sup>th</sup> SAARC Summit Maldives held at the resort, where I was personally taking care of the Indian PM and delegation of 30 villas, besides coordinating other activities and movements.