

# Alex Binoy

## HOTEL MANAGEMENT

✉ alexbinoy580@gmail.com    📞 88486058826    📍 Kerala, India

## SUMMARY

Skilled in managing hotel operations, delivering exceptional guest services, and ensuring smooth daily functions. Expertise in staff supervision, front desk operations, and maintaining high service standards. Committed to enhancing guest satisfaction and driving operational efficiency.

## SKILLS

- Customer service
- Organizational skills
- Teamwork
- Communication
- Time management
- Leadership

## EXPERIENCE

### Service, Hotel management

#### McDonald's

Experienced in overseeing hotel operations, including guest services, food and beverage management, and staff supervision. Skilled in ensuring high-quality customer experiences, maintaining operational efficiency, and driving guest satisfaction. Proven ability to manage teams, streamline workflows, and uphold service excellence.

## EDUCATION

### Pluse two

St Sebastian high secondary school

### Hotel Management

#### Face institute

Completed comprehensive training in hotel operations, including front office management, housekeeping, food and beverage services, customer relations, and hospitality marketing. Gained practical knowledge of managing guest services, team coordination, and maintaining high-quality standards in the hospitality industry.

## LANGUAGES

English

Malayalam