

**BALA SANGER N. RAJOO {SHANKER RAJOO}**

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**JOB OBJECTIVE**

In quest of challenging senior level assignments to provide expertise gained in the domains of Operations Management, P/L Accountability and Sales & with a growth oriented organisation and ensure top line profitability by making an optimum utilisation of the resources.

**PROFILE SUMMARY**

Acclimatized professional with nearly 37 years of total incisive experience in Hospitality sector entailing:

Strategic Planning	Restaurant Management	Sales & Marketing/ Budgetary Control
Inventory Management	Facility Management	Housekeeping
Client Servicing	General Administration	P & L Accountability
Food & Beverage Operations	Resource Management	Team Management

Proficiency in devising and implementing optimum business strategies to enhance property infrastructure, new project development, business development, quality standards across all departments viz. Marketing, Housekeeping, F&B, Front Office, Guest Servicing, CRM, etc. Adept in managing overall profitability of operations and accountable for strategic utilization and deployment of available resources to achieve organizational objectives.

Holds distinction of receiving Letter of Appreciation from HER Majesty Queen Elizabeth II during her visit to Malaysia to officiate the Commonwealth Heads of Government Meeting (CHOGM). Adept in identifying the human resource requirements and initiating the recruitment process ensuring the best fit. Excellent communication, interpersonal, relationship management and problem solving skills. Recognised for outstanding organisational skills, creativity, artistic display, public relations and an ability to consistently exceed guest expectation.

**Areas of Expertise****Career Highlights**

Achieved higher ARR from RM218 to 230 in 2013, higher Occupancy by 10% to 15% depends on the season (Low & High), Revenue 2012 RM 7.4m, (2013 first 6 months achieved 3.7 m, budget at 8.5m.) , F&B Sales increase by 35%

Significantly achieved higher occupancy from 35% to 70% than on to later and higher ARR RM90 to RM110 with better returns

Provided consultancy on Hotel Project for local owners in Siem Reap, Cambodia for Lucky Angkor on the expansion of 115 more rooms and Starry Angkor Hotel with 130 rooms

Received 10 years Service Award Certificate at Kuala Lumpur Hilton and Letter of Appreciation from HER Majesty Queen Elizabeth II during her visit to Malaysia to officiate the Commonwealth Heads of Government Meeting

**Certifications**

Quantum Food Academy Certificate

YES I CAN" Training Certificate

HILITES Certificate, Hilton International Lessons in Teaching Effective Supervision

Certificate for Dedicated Service (Chief Minister of Johor)

Healthy Hiltonian Award Certificate

**Soft Skills**

Communication	Analytical	Problem Solving	Coordination	Decision Making
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## CORE COMPETENCIES

- Developing periodic business plans & strategies, in coordination with plans of organization
- Handling Budgeting, P&L, Cost, Inventories, Sales Packages, F&B Promotions, Seminar Packages, Hiring, Training & Development Programs, etc.
- Planning individual / team assignments to achieve the preset goals within quality & cost parameters.
- Formulating long/ short term strategic plans to enhance profitability & revenue & spearheading turnaround initiatives
- Guiding the activities including employees, maintenance, sales, and profit / loss controls
- Handling food & beverage, banquet, conference & formal dining reservations and coordinating with guests for resolving their concerns / needs
- Supervising entire restaurant operations entailing formulating & implementing department's SOPs
- Reporting cost of breakage and weekly work schedules related to forecasted house, banquet and outlets occupancies
- Arranging inventories ensuring outlets, banqueting & kitchens are supplied with necessary equipment
- Monitoring staffing levels of outlets ensuring that all staff adheres to department's operational strategies
- Providing high quality services to achieve customer delight by extensive interaction with guest and quick resolution of problems as well as managing all aspects of service management involving ambience
- Directing inventory for all small ware, cutlery & crockery, bond items, liquor and other food supplies
- Conducting hygiene inspections and conveying feedback to operating staff for any discrepancies found in standardised norms
- Performing regular / physical check for inventories of food & bar supplies, assessing projected needs and ordering food & bar supplies for daily operations
- Inspecting the public areas, rooms and the entire hotel premises for its up-keep and maintenance
- Monitoring and controlling the entire mini-bar, linen, store operations, operations of uniform room, etc.
- Ensuring customer satisfaction by achieving delivery of service quality norms by interacting with clients, handle guests requests & resolving complaints
- Executing policies & procedures in the operating systems to achieve greater customer delight
- Delivering high-value restaurant services to upscale clients for exalting their satisfaction levels
- Organising in-house events for guests for their leisure and comforts
- Overseeing staff training, making duty rosters, setting objectives for entire team
- Monitoring the performance of Team Leaders / Assistants Team Leaders & Stewards and conceptualising need-based training programs for their overall career development
- Recognizing staff by giving incentives; delivering high quality standards through continuous supervision and training
- Conducting practical and theoretical training programs to enhance skills and motivational levels

## ORGANISATIONAL EXPERIENCE

**Since Aug'13 with AHS Laboratory Services Sdn Bhd (AHS) Cheras, KL- Malaysia as Admin & Operations Manager**

**Role:**

- Supplying laboratory equipment to college, university and hospitals. Involve in supervising and delivering the products and installations.
- Overseeing daily administrative operations which involve receiving invoices, arranging transport for delivering and receiving the items.
- Monitoring office admin staffs and supervising on daily office functions such as filling, invoices, billing, cheques, data entry and etc's.
- Organizing seminars for the college, university and hospitals on the equipments installations and what are functions of the equipments.

**Nov'12 to Jun'13 with A'FamosaAlor Gajah, Melaka as Resident Manager**

400 units in Condo Tel/Resort/Villas with 78/180 staff. Total over all available are 1,000 rooms

**Role:**

- Leading all Department Heads (12)
- Serving as an In-charge of Front Office, M&E Maintenance Department, House Keeping, F&B and Security
- Developing proposal to increase business revenue at Condotel and upgrading all rooms in order to achieve higher ARR
- Preparing overall Resort/ Villa/ Condotel budget as well as working on packages with Sales, F&B with rooms, meetings and promotions
- Advising the management on the new Hotel Project
- Attending Owners/HOD Meeting as when required to go through the progress of the new property

**Highlights:**

- Successfully achieved:
  - Higher ARR from RM218 to 230 in 2013
  - Higher Occupancy by 10% to 15% depends on the season (Low & High)
  - Revenue 2012 RM 7.4m, (2013 first 6 months achieved 3.7 m, budget at 8.5m.)
  - F&B sales by implementing special breads with different fillings, sandwiches, cakes and enhanced overall sales by 35%

**Apr'12 to Sep'12 with Danang, Vietnam as General Manager of Sontra Resort & Spa with 55 staff.**

72 Ocean View & Beach Front Villas along with its individual Own Private Swimming Pool.

Resort has 4 F&B Outlets with a manning of 55

Role:

- Functioned as an In-charge of overall operations entailing all departments and advised the owner on the Phase B Project on the extension of the resort with additional 48 more villas, etc.
- Worked towards project renovation project budget and undertook expenses review to find solution & cut unnecessary cost

**Mar'11 to Mar'12 with Grand Sentosa Hotel, JB, Malaysia as Rooms Division Manager**

Role:

- Handling front office & housekeeping area to ensure maintenance of service levels on a continual basis to reassure high quality in product and guest satisfaction in according to hotel policies and standard at all times
- Worked together with HR to hire and train staff to ensure maximum efficiency in their performance
- Drove maximization of revenue and profits through the efficient management of the housekeeping operations
- Involved in the inventory control and purchases to avoid conflict between departments in order to cut costs

Highlights:

- Significantly achieved higher occupancy from 35% to 70% than on to later and higher ARR RM90 to RM110 with better returns

**Nov'09 to Jun'10 with HJH Maznah Food, Seri Kembangan, KL, Malaysia as Executive Director F&B Operations**

Role:

- Handled operations of Function Rooms, Restaurant in Maeps, (Mardi) in Serdang, Stafffield Country Golf Club in Negeri Sembilan, Panel Caters for Picc and Mines Exhibition Centre
- Organised various function like Seminars, Weddings, Meetings, Conference, Ministry VIP Functions, etc.

Highlights:

- Achieved overall revenue 5.1M, compared to pervious of 4.2M

**Apr'09 to Sep'09 with Local Owners, Siem Reap, Cambodia as Project Manager/Consultancy**

Role:

- Involved in hotel expansion, F&B set up, front office, manning, P&L projection, Budget and FFE items ordered for the hotels
- Provided consultancy on Hotel Project for local owners in Siem Reap, Cambodia for Lucky Angkor on the expansion of 115 more rooms and Starry Angkor Hotel with 130 rooms

**Jun'06 to Mar'09 with Majestic Angkor Hotel, Siem Reap, Cambodia as General Manager**

Role:

- Worked on the renovation to improve restaurant seating capacity, banquets which were not done accordingly earlier
- Provided new hotel advising to owner on opening purchases for Banquets

Highlights:

- Significantly drove extension of restaurant on seating capacity, kitchen equipments, layout re-donewok, salamander, deep fryer, etc.
- Successfully achieved:
  - Higher occupancy of 45% from doing 15/20% earlier to 60% for the first year, second year 63% and 3rd year 65%
  - ARR from USD20 to RM 26
  - Higher revenue GOP for 1<sup>st</sup> year 735k, 2<sup>nd</sup> year 842k and 3<sup>rd</sup> year 938k

## PREVIOUS EXPERIENCE

Sep'04 to Jun'06 with AngkorPalace Resort & Spa, Siem Reap, Cambodia as General Manager/ Resort Manager

Oct'03 to Aug'04 with Angkor Palace Resort & Spa, Siem Reap, Cambodia as Director of Food & Beverage /EAM

Highlights:

- Achieved occupancy from 52%, 57% to 60%, higher ARR from USD85/USD104 in pre-opening period to USD 112 and 1<sup>st</sup> year GOP USD2.1, 2<sup>nd</sup> year GOP USD 3.3, 3<sup>rd</sup> year GOP USD 4.2

Jan'00 to Feb'03 with Raffles Hotel Le Royal, Phnom Penh, Cambodia as Food & Beverage Manager

May'99 to Dec'99 with WHS Resources SDN BHD, KL, Malaysia as Hotel & Resorts Management Consultant

Oct'96 to Nov'98 with Radisson Plaza Hotel, KL, Malaysia as Food & Beverage Manager

Highlight:

- Received Letter of Appreciation from General Manager of Radisson Plaza Hotel, KL (Penang Governor's Stay)

Jul'91 to Oct'96 with Malaysian Petroleum Club, KL, Malaysia as Food & Beverage Manager, Assistant F & B

Oct'98 to Jul'91 with CarcosaSeriNegara, KL, Malaysia as Restaurant Manager/ In-charge of F & B

Dec'74 to Oct'89 with Kuala Lumpur Hilton, KL, Malaysia as Restaurant Manager

Busboy, Waiter, Captain, Asst. Head Waiter, Head Waiter, Restaurant Manager

Highlight:

- Received 10 years Service Award Certificate

## FREELANCE EXPERIENCE

Aug'10 to Jan'11 with Local Owners, Siem Reap, Phnom Penh, Cambodia as Project Manager/ Freelance Consultancy Projects for local owners on F&B set up, Front Office, Budget, P&L projection, Manning, target market (Korean, Chinese, Asians etc.)

Nov'98 to May'99 with Hotel Consultant, Euro – Pacific Hotel & Resort Services as Freelance Hotel Consultant

## EDUCATION

- Diploma in Hotel Management from University of East London, KDU, PJ, Malaysia in 2003



Diploma in Hotel Management from University of East London

## IT SKILLS

- Well versed with MS Office Suite (Word, PowerPoint & Excel) and Internet Applications

## PERSONAL DETAILS

Date of Birth: 29<sup>th</sup> October, 1955

Languages Known: English, Bahasa Malaysia, Tamil, Japanese & Cambodian

Refer to the annexure for certifications

**Annexure**  
**Certificates**

1998	Quantum Food Academy Certificate (Food Handler at Radisson Plaza Hotel KL)
1997	YES I CAN" Training Certificate Radisson Plaza Hotel Kuala Lumpur
1997	Letter of Appreciation Pre-opening Staff Party
1997	14 <sup>th</sup> Pan Pacific Conference, 1997
1997	Certificate for Dedicated Service (Chief Minister of Johor)
1996	Q-MEDIC ACADEMY Certificate
1989	Commonwealth Heads of Government Meeting Certificate (CHOGM from PM Department)
1989	Certificate from Training Manager on various training attended in Hilton Kuala Lumpur
1989	Lewis school of Hospitality Services Certificate of Comprehensive Professional Restaurant Training
1989	Healthy Hiltonian Award Certificate
1988	Training Service Asia (TSA), Increasing Food & Beverage Sales
1986	German Wines Appreciation Certificate (House of Deinhard)
1986	Hilton International Asia & Australia, Training Centre, South East Asia (Singapore), Restaurant Manager Techniques
1985	Malaysian Red Crescent Society
1985	HILITES Certificate, Hilton International Lessons in Teaching Effective Supervision
1984	Wine Appreciation and Wine Service Certificate, SEPPELT (South Australia)