**HARIKRISHNAN B MENON**



***MBA (Marketing), DHMCT (Hotel Management)***

28 years (DOB 04-07-1987); Male; Single; Indian

Address: Mumbai, Maharashtra, India

Email: menon.harikrishnan24@gmail.com

Cell: +91-7356636967 / 9020867267

**Smart, Team Player and a Leader**

*I am a self-motivated individual having a 3 year professional Diploma in Hotel Management and Catering Technology and pursuing MBA in Marketing with over five years of experience in the field of Hospitality Management and customer service.* I am an enthusiast and like taking up new challenges with dedication and responsibility. As a person, I get along well with people and at the same time I can adapt according to the requirements of any situation.

**Education**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Year | Degree | Institute | Board / University | % |
| 2016 | MBA (Marketing) | Universal Business School,  Karjat, Mumbai | Cardiff Metropolitan University | Pursuing |
| 2008 | DHMCT | Rizvi college of Hotel management & Catering technology, Mumbai | Maharashtra State Board | 54 % |
| 2005 | HSC | Bhavans Vidya Mandir, Cochin | Central Board | 73 % |
| 2003 | SSC | Bhavans Vidya Mandir, Cochin | Central Board | 67% |

Skill Sets

1. Creative Presentation Skills – Power Point, Publisher
2. Technology Skills –Excel , Word press, Property Management Systems (PMS) such as OPERA 5.1, HOTELIER, MICROS, EPITOME & IDS 6.0(Intellect Data Systems).
3. Digital Media skills – Blogging
4. Organizational skills – Ability to organize and host events, competitions and training sessions for fresher’s or new joiners.

**RELEVANT EXPERIENCE**

COMPANY: **Berggruen Hotels Pvt. Ltd. (KEYS Hotel), Kochi**

DESIGNATION: **Jr. Guest Service Associate (Duty Manager)**

PERIOD OF WORK: **June 2014 to January 2015**

JOB SUMMARY:

1. Member of the Pre-Opening Team.
2. Training and Recruiting new colleagues.
3. Setting up the front office and Reservation Department.
4. Cross Training in other Keys Properties across India.

COMPANY: **Holiday Villa and Residences City Centre Hotel, Doha**

DESIGNATION: **Front Office Supervisor**

PERIOD OF WORK: **November 2013 till April 2014**

JOB SUMMARY

1. Greet the VIP guests of the hotel. As directed by the Front office Manager, Performs special services for VIP Guest’s.
2. Assists in VIP’s arrival departure in absence of guest relation officers.
3. Checks cleanliness of lobby and public areas, lights and as well as front office staff in proper and orderly appearance and behaviour.
4. Checks on registration cards of arriving guests and ensures all information should be filled on each cards either by Guest Relation Officers or the guests.
5. Gives the instructions to the Night Reception, during the high occupancy periods, regarding: walk-in guests and release room blocked because of no- shows
6. Prepares and checks for VIP’s arrival and escorts guests to rooms.
7. Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
8. Handles guest complaints and other related problems and reports on the Assistant Manager’s log book.

COMPANY: **Jumeirah International L.L.C., U.A.E**

DESIGNATION: **Butler Service (Rooms Division)**

PERIOD OF WORK: **October 2010 till May 2012**

JOB SUMMARY

1. Butler Service:(Rooms Division)

Was working as Executive Butler in Jumeirah at Etihad Towers, Abudhabi from January 2012 till May 2012.

* 1. Training and guiding the new colleagues.
  2. Setting of the front office & butler operations with new ideas and assisting the management.
  3. Assists Team Leaders in Night reports for eg:-Incomplete profile, Rate variance, Credit limit and so on.

1. Butler Service: (Rooms Division and Villa Operations)

Was working as Butler in Dar Al Masyaf, Madinat Jumeirah handling Villa Operations from October 2010 till January 2012.

* + 1. Through knowledge of Opera PMS and Micros as Point of Sales for streamlining operations.
    2. Prepares a comprehensive Itinerary for in-house Dar Al Masyaf guests for the duration of their stay as per the specifications and preferences of the respective guests.
    3. Provide;s Sun downer Service in the Majlis Reception area and/or Courtyard during the stipulated hours of service.

**PREVIOUS EXPERIENCE**

COMPANY: **CGH** **EARTH Experience Hotel (Casino Hotel)**

DESIGNATION: Front Office Supervisor May 2013 to Oct 2013

COMPANY: **Oceania Cruises (Apollo Ship Chandlers), Miami (U.S.A)**

DESIGNATION: Butler Service, Dec 2012 to Mar 2013

COMPANY: **Oberon Food Circle**

DESIGNATION: Assistant Manager-Operations, Oct 2009 to Sept 2010

COMPANY: **Renaissance Hotel and Convention Center, Mumbai**

DESIGNATION: Front Desk-n Guest service associate, May 2009 to Sep 2009

**Awards & Achievements**

* 1. ***Dean’s Digital Challenge*** – Won the **Brand Ambassador** of Universal Business School
  2. Presented more than **15 presentations** on Marketing, HR, Operations Management
  3. **First prize** in Elocution and Essay writing in High School.
  4. Have participated in **Various Skits** and **Dance shows** in School and College and **won prizes**.

**Positions of Responsibilities**

1. As **UBS Dramatics Club Head** have performed skits during special occasions like Independence Day.

**Hobbies and Interests**

1. Dramatics
2. Dance
3. Traveling & Meeting new people

*I hereby affirm that the information in this document is accurate and true to the best of my knowledge.*

Harikrishnan B Menon

+91-7356636967; menon.harikrishnan24@gmail.com

Mumbai, India

https://in.linkedin.com/pub/harikrishnan-b-menon/48/464/159