NISHA NEGI

**Brief:**

Coming up with 10+ years of versatile experience in Hotel Housekeeping & Front office operations, Customer Service, Core Hotel Training and Content Creation. A committed, dedicated and a passionate training professional with a passion to learn and make people learn. Proven track record in exceeding expectations in busy and demanding environments, demonstrating ability to work with all levels of employees. Flexible, confident and reliable in undertaking new tasks and mastering them from start to finish. Charismatic and engaging public speaker, trainer and a content creator.

**Work Experience:**

**Learning & Business Development**

June 2019 –February 2020 Emoha Elder Care Gurugram, Haryana, India

**Responsibilities:**

* Responsible for creating SOP’S and the process for the product.
* Delivering & conducting New hire orientation for new joiners.
* Maintaining the progressive training plans for the departments.
* Delivering the customer centric soft skill trainings.
* Creating awareness about the brand & creating sales lead.
* Organizing the events for the customers.
* Maintaining records of sales or leads on Ms-Excel.
* Collecting customer feedback on telephonic call maintaining the call summary on excel.
* Ensuing corrective action is taken on constructive feedback.
* Developing the process for auditing & simulations.
* Monthly Induction training coordination.
* Developing the video training content inhouse.
* Keeping a track of the process being followed.
* Designing & developing the uniforms for the team members.
* Creating Hindi training contents & forms/ formats.
* Providing on the job trainings for the team members.
* Helping in generating the social media awareness about the brand & product.
* Coaching the command & control centre with continuous feedback to the team for taking calls.
* Identify the training need and develop associate capabilities ensuring opportunities for growth at all levels.
* Build a learning organization culture, fostering a healthy climate for career enhancements.
* Develop and integrate the Learning and Development activities.
* Feedback scores & evaluation of NPS for the organization.

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**Assistant Training Manager**

March 2018- May 2019 Radisson Noida Sector 55, Uttar Pradesh, India (Radisson Hotel Group)

**Responsibilities:**

* Heading HR in absence of HR Manager.
* Taking care for recruitment and retention of staff, Employee engagement.
* Responsible for pre-screening, background investigation and credentialing of new staff members.
* Work with departmental heads to identify staffing needs, and identify hiring potentials based on budget.
* Initiating and conducting all Systematic Pre Opening Training’s for all team members.
* Involved in Brand specific trainings.
* Conducting & monitoring all Online training modules of Radisson and monitoring the implementation of the same.
* Identify the training need and develop associate capabilities at the hotel ensuring opportunities for growth at all levels.
* Build a learning organization culture, fostering a healthy climate for career enhancements and associate aspirations.
* Develop and integrate the Learning and Development activities and plans within the framework of hotel's strategic objectives.
* Responsible for the entire Training cycle within the organization, identification of training needs, preparation and execution of training calendar for the Hotel.
* Plan for and allocate the financial resources for training in the hotel.
* Develop customized training modules and monitor and conduct the planned training programmes.
* Induct, coach and mentor new joiners, reinforcing the initiatives in the hotel through supporting individual and team development, training and experience based learning.
* Cull out the training need analysis from the job chats with employees, prepare training sessions and ensure completion in the given framework of time.
* Monitor the guest satisfaction scores on a daily basis, use data received as a part of guest feedback to tailor make training sessions employee or department specific.
* To ensure college graduates and trainees are provided maximum input and support to understand the functioning of the hotel in an efficient manner.
* Involved in Medallia and NPS ensuring 100% guest satisfaction.
* Conducting Internal QPR audits for the Hotel.
* Responsible for making training budgets for the year and sticking to it with efficiency.

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**Manager-Training**

April 2015-March 2018 Brainplay learning Solution, Gurugram, Haryana

**Responsibilities:**

**OYO ROOM**

* Conduct training need analysis.
* Specialises in creating training content for Housekeeping, New Hire Orientation, Grooming, soft skill training
* Develop SOP’s & setting Housekeeping standards & further translating the same into training content for OYO town House
* Conduct Train The Trainer training program & certifying trainers
* Develop & set up the Audit process for OYO TOWNHOUSE & FLAHGSHIP across the country
* Conduct Soft Skills trainings for SPS hospitals
* Process effective trainings to help the origination to achieve better revenues.
* Conduct New Hire orientation Programme for new joiners in various departments at The Claridges New Delhi
* Conduct functional trainings for Housekeeping department to train the entire team on different functional aspects of Housekeeping.
* Conduct generic soft skill trainings for all the major departments.
* Plan and prepare training modules for functional department as per client needs
* Conduct Performance coaching & preparing monthly training reports.
* Conduct Audits for SOPs & training the leadership team.
* Process effective trainings to train the teams on process handling
* Making the PowerPoint presentations for all the training programs
* Part of developing the e-learning training content & hybrid design for the classroom training on a tool called articulate. Incorporated my voice over across the training video.

**THE CLARIDGES NEW DELHI**

* Conduct training need analysis
* Responsible for training and development needs for Housekeeping, new hire orientation, performance coaching and audits for technical skills.
* Additionally designed and delivered leadership modules at the hotel. Running the leadership trainings at the hotel.
* Develop and integrate the Learning and Development activities and plans within the framework of hotel's strategic objectives.
* Plan for and allocate the financial resources for training in the hotel.
* Develop customized training modules and monitor and conduct the planned training programmes.
* Induct, coach and mentor new joiners, reinforcing the initiatives in the hotel through supporting individual and team development, training and experience based learning.
* Cull out the training need analysis from the job chats with employees, prepare training sessions and ensure completion in the given framework of time.
* Monitor the guest satisfaction scores on a daily basis, use data received as a part of guest feedback to tailor make training sessions employee or department specific.
* Conducting Audits and taking feedbacks to be shared with all on the deviation from standards.

**SPS HOSPITALS (APOLLO GROUP),LUDHIANA**

* Designed training solutions which involved – training need analysis, content development, training delivery and effectiveness for leadership skills, behavioural skills, customer service and soft skills
* Responsible for the entire Training cycle within the organization, identification of training needs, preparation and execution of training calendar.
* Identify the training need and develop associate capabilities at the hotel ensuring opportunities for growth at all levels.



**Assistant Executive Housekeeper**

January 2014 – April 2015 Lemon Tree Premier Hotel Gurugram, Haryana, India

**Responsibilities:**

* Implementing strategic plans in tune with the macro business plans, thereby achieving profitability.
* Looking after the training needs of the department.
* Planning & implementing infrastructure/facilities, renovation, development & expansion in hotels.
* Snagging of the renovated rooms.
* Coordination with the engineering department for monthly TPM.
* Coordinating with vendors for yearly AMC.
* Taking care of the Pest Control at the property.
* Coordinating with purchase and stores department to maintain par stock for smooth operations.
* Taking care of guest needs and daily Housekeeping operations.
* Training the team on different aspects of Minibar handling & maintain the monthly reports on minibar
* Vendor Management.
* Sustaining profitable operations through focus on budget, cost analysis & cost optimization.
* Reviewing the procedure and modifying the same so as to ensure customer satisfaction and smoothening of operations.
* Looking after the Spa.
* Tracking the GSTS scores.
* As a trained departmental trainer I am responsible to conduct trainings for the team members.
* Making PowerPoint presentations for the monthly revenues, operational cost & expenses.
* Making monthly MIS of the Housekeeping department.

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**Assistant Manager Housekeeping-**

July 2012- May 2015 Park Plaza Shahdara, New Delhi, India

**Responsibilities:**

* Was a pre opening member assisted the EHK with the handover of floors and public areas from Project team.
* Keeping and maintaining all the inventories.
* Maintaining par stock for stores.
* Coordinating with the maintenance department for the monthly TPM.
* Framing of SOP’s for the department.
* Upkeep of guest request items
* Training needs of the department.
* Coordinating and managing the events right from conceptualisation to execution.
* Making the monthly MIS

**Management Associate**

**Radisson Blu, Indore & Park Plaza Noida**

June 2010-july 2012

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| * Trained in various sub-departments of housekeeping such as housekeeping desk,laundry, public areas and rooms. |
| * Got the exposure of working in other core departments of such as front office. |
| * Reviewing the procedure and modifying the same so as to ensure customer satisfaction and smoothening of the operations. |
| * Preparing and maintaining relevant documents such as letters, notices and reports. |
| * Meeting the guests and, taking their feedbacks and tracking down complaints on a monthly basis and analysing the same to identify the reasons for the same and coming up with permanent counter measure so that the guest is not inconvenienced again. |
| * Understanding the current market situations; providing training to the staff and maintaining the cost according to the desired budget. |

**Awards & Community:**

* Got the Star performer award for service excellence at Radisson Indore.
* Successfully completed Train the Trainer program with Lemon Tree Hotels & Sarovar hotels.
* Has been featured on the training video for the training modules for oyo rooms & emoha elder care.
* Actively organised yoga events at Radisson Noida & Emoha elder care.

**Educational Qualifications:**

* Bachelor’s Degree in **Hospitality and Hotel Administration** from Institute of Hotel Management Dehradun in 2010
* Passed **10+2 (CBSE)** from **Sri Guru Nanak Public School, New Delhi** in 2007
* Passed **10th (CBSE)** from **Dayanand Public School, New Delhi** in 2005

**Personal Details:**

Nationality: Indian

Marital Status: Married

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Current Residing in: Dubai