Curriculum Vitae

**Personal Information** Surname: Seethiah Forename: Viven Dass Birth Date: 11.07.1974

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# Professional Summary

Service oriented in the Front Office and Rooms department, with 25 years of hospitality experience. Core competencies include positivity, customer services and motivation as well as excellent communication and time management skills. Handles tasks with accuracy and efficiency. Did the openings of two hotels – Le Victoria Hotel and Pearle Beach Resort and Spa.

# Achievement during my professional career

I started my career with the opening of Le Victoria Hotel a four-star hotel of the Beachcomber group of hotels. I learnt a lot in the front office department and guest relations. With a young team and with the support of the front office manager we did our best to deliver efficient services to the guests.

I participated in the grand opening of Pearle Beach Resort and Spa. As a night manager I was in charge of the hotel operations at night and manage a team of 13 associates.

During my duties as night auditor and front office cashier at Sofitel Imperial Resort, I got the support and guidance of my managerwhoalso gave me training of how managed theduties of a night manager.Eventually this wasvery useful in my career.My biggest mission during my career was to convince my client eithe before or upon arrivals to upgrade their rooms and buy other amenities which brings big profit to the hotel.

# Experience

**TFP International :**

Showroom/Sales Manager Aug 2020 – Jun 2021

**Residence Hotel N’Djamena :** Mar 2020 – Mar 2020

Rooms Division Manager

Manage the housekeeping department ,the front office department and the reservation department, with key jobs follow up with guest reservation and respond to their queries,convince guests to upgrade from superior room to suites by giving good informations about the benefits they will have by upgrading ,also convince guests to buy excursions and romantic dinner at the hotel.Handle over guests complaints and find quick solutions .Daily meeting with department concerned to share ideas how to convince guest to upgrade to maximise profit.

**Seastar Mauritius:** *The Seastar Hotel in Flic en Flac is a boutique hotel with 21 rooms.*

Hotel manager / Rooms division Sep 2019 - Mar 2020.

Manage the whole hotel operations to meet guests satisfactions ,in charge of 15 staffs.In charge of the reservation department and front office .

**Le Meridien Mauritius Marriott International:** *Situated in the heart of, Mauritius, Le Méridien boasts 265 hotel rooms and suites with breathtaking views of the Indian Ocean.*

Asst front office manager Dec 2018 - Aug 2019

In charge of front office operations ,reservation department and guest relations department. allocations and contact guests through mail for upgrading and respond to all queries.

**Shanti Maurice Resort & Spa:** *Leading luxury hotel on the south coast of Mauritius.*

Duty manager / Asst front office manager Sept 2017 - Nov 2018

**Holiday InnAirportMauritius:** *Located 3 minutes from the SSRInternationalAirport offering 149 rooms & suites.*

Front office executive Sep 2016 – Aug2017

As a front office executive my mission was to look over the reservation department and the front office department by doing my level to blow away the customer through upgrading and extension of stay and thus bring profit to the hotel.

# Celebrity Cruises

Housekeeping supervisor July 2015-Aug 2016

**Pearle Beach Resort & Spa***: A cosy 4\* hotel with white sandy beach and crystal-clear lagoon.*

Night duty manager Jan 2010 - June 2015 a ffro

**Sofitel Imperial Resort & Spa***: 5\* luxury resort offering 191 rooms & suites on the west coast of Mauritius.*

Night auditor / Cashier Jan 2009 - Jan 2010

**Indian Resort Hotel:** *4\*, 300 rooms at Le Morne, in the south coast of Mauritius*

Night auditor Jan 2005 - Dec 2008

# Radisson Plaza Beach Resort

Front Office Agent Nov 1999 - Dec 2004

**Marina Resort Hotel:** *4\*, 122 rooms set in an idyllic location in the northern coast of Mauritius*

Front Office Agent / Night Auditor May 1999 - Oct 1999

# Berjaya Hotel Mauritius

Front Office Agent / Night Auditor 1997 -1999

**Le Victoria Hotel Beach Comber 4\*, 230 rooms northern coast of Mauritius :** 1994 - 1997

# Skills

Complex problem solving Customer Service Time management

Able to motivate team and achieve objectives Creative thinking

Excellent communication skills

Delivering in house training to employees

Driving permit private Car both manual & Automatic

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| **Certification** |  |  |
| *Course title* | *Date* | *Organization* |
| Hotel Management | 03 Jul 2020 | eLearning College |
| Customer Services | 29 Jun 2020 | eLearning College |
| Public Relations | 07 Jul 2020 | eLearning College |
| **Property management systems** | |  |

Amadeus, Opera, Fidelio, Hogatex, HMS, Office 2018 (Word, Excel and PowerPoint)

# Languages

English & French- Fluent in Speaking and Written.

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| **Hobbies**  Football, Swimming, Reading  **Referees** | | |
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