



**Temjenmongba jamir**

Maharashtra, Pune-411001

+91- 8605199660

D.O.B. – 7<sup>th</sup> Sept 1983

### Seeking Assignment in the Hospitality Industry

#### **STRENGTHS :**

- ✓ Well developed administrative, interpersonal & communication skills to ensure time bound & managerial decisions.
- ✓ Inherent confidence to measure and challenge professional or personal.
- ✓ Ability to understand & adapt to a field instinctively.

#### **PROFILE :**

- ✓ A highly motivated Professional with over 6 years of experience in the field of **Mall Operations Management, F&B Service, F&B Production** with good analytical & excellent communication skills.

### Career Objective

- ✓ A Commitment to professionalism and excellence, to be innovative and progressive in the hospitality industry so as to keep the company need as core concern, last but not the least, “ Being ahead, at every step” .
- ✓ To work in an intellectually motivating environment in an organization which shall offer challenges to solve unstructured problems and set up better system an environment where I can put into creative uses my analytical abilities and experience acquired hitherto so as to work progressively to accomplish the company’ s objective and subsequently attain for myself higher responsibility levels.

### Educational Qualifications

- ✓ 12<sup>th</sup> pass out (vhhss) under “ NBSE”
- ✓ 10<sup>th</sup> pass out .(vhhss) under “ NBSE”

### Soft Skills

- ✓ Operating Systems : Ms Dos, Win-98, 2000
- ✓ Others : Internet
- ✓ St John first-Aid training (6months)

## Work Experience

- **JONES LANG LASALLE(JLL) – Property & Asset MANAGER OPERATIONS**

**Job Responsibilities:**

- ✓ Ensure upkeep and maintenance of all front end areas/assets of the centre
- ✓ Ensure maintenance & upkeep of food courts, open areas & public facilities
- ✓ Oversees staff deployment
- ✓ Occupant Delight
- ✓ MMR(monthly management report)
- ✓ DMR
- ✓ CSI
- ✓ Visitor Delight
- ✓ Agency and Vendor Management
- ✓ Risk & compliance supervision
- ✓ Preparing schedules for HK, Horticulture & Flower arrangements
- ✓ Preparing of TWP and STPW water plant.
- ✓ Managing of
  - Soft Services
  - Fire, Safety, Security
  - Parking

**Sr .Executive Operations(GRO) – Phoenix Market City (Vamona Developer Pvt. Ltd.)**

**November 2012 to January 2016**

**Job Responsibilities:**

- ✓ Co-ordination with all retailers and customers
- ✓ Ensure upkeep and maintenance of all front end areas/assets of the centre
- ✓ Ensure maintenance & upkeep of food courts, open areas & public facilities
- ✓ Oversees staff deployment
- ✓ Occupant Delight
- ✓ Visitor Delight
- ✓ Agency and Vendor Management
- ✓ Risk & compliance supervision
- ✓ Co-ordination with retailers as well as customer activities
- ✓ Data colligating of Retailers Satisfaction Index (RSI)
- ✓ Data colligating of Customer Satisfaction Index (CSI)

- ✓ Leading 200 staff strength of different outsourced agency vendors
- ✓ Risk & Compliance supervision
- ✓ Preparing schedules for HK, Horticulture & Flower arrangements
- ✓ Footfall data preparation & presentation on hourly & monthly basis
- ✓ Other general duties
- ✓ Formulate, implement & update policies & procedures and provide support for exceptional cases

relating to :

- ✓ Soft Services
- ✓ Fire, Safety, Security
- ✓ Parking
- ✓ Retailer stock logistics
- ✓ Parking

## **Safety Trainings Below**

- ★ St John Ambulance First-Aid training (6 months with certificate)
- ★ Fire life and safety training completed (phoenix mall)
- ★ Lift and escalator rescue training completed (phoenix mall)
- ★ Training done on HVAC and AHU system (Phoenix mall)
- ★ Mall crowd ,traffic handling with Mock drill and evacuation program.(Phoenix mall)

### **Job Responsibilities:**

- ✓ Taking care of cost controlling for Housekeeping materials
- ✓ Public Relation with Clients & Customers
- ✓ Planning indent for House Keeping & other Facility Services
- ✓ Taking Reports from Supervisors
- ✓ Conducting staff training class for the work procedure
- ✓ Guest House Management
- ✓ Arranging VIP client visits
- ✓ Conducting staff relations within the Unit
- ✓ Controlling over 200 Housekeeping staff
- ✓ Following all standard Operation procedure of the company
- ✓ Responsible for the invoice submission & the collection
- ✓ Day-to-Day Administrative activities
- ✓ Looking after Documentation & Operations
- ✓ House Keeping & Catering

- ✓ Public Relation with Clients & Customers
- ✓ Planning the indent for Catering & House Keeping
- ✓ Menu Planning
- ✓ Controlling the Food & House Keeping cost
- ✓ Planning for Out Door Catering
- ✓ Conducting staff training class for the work procedure
- ✓ Achieving the targets
- ✓ Conducting staff relations within the Unit
- ✓ Following all standard Operation procedure of the company
- ✓ Collection, payment from Client & Vendors

**Job Responsibilities:**

- ✓ Responsible for F&B Service (Room Service & Banquets)
- ✓ Shift handling in Room Service
- ✓ Party booking for banquets
- ✓ Buffet arrangement
- ✓ Inventory
- ✓ Preparing weekly /monthly sales report
- ✓ Attending briefings taken by F&B Manager.

**Client Relationship Management:**

- ★ Ensuring high quality services, resulting in customer delight and optimum resource utilization for maximum service quality.

Ensuring maximum customer satisfaction by closely interacting with potential clients & understand their requirements and customizing the product and services accordingly.

Execute policies & procedures in the operating systems to achieve greater customer delight.

Ensuring customer satisfaction by achieving delivery of service quality norms.

Reviewing & interpreting the market trends/ client feedback to attune the business strategies as per the guest requirements & expectations.

**Guest Relations:**

- ★ Ensuring maximum customer satisfaction by achieving delivery of service quality norms by interacting with clients, handling their requests & resolving reported complaints.
- ★ Exceeding customer expectations by providing services that are above and beyond customer satisfaction.
- ★ Improving services by communicating and assisting individuals to understand guest needs.

**Team Management:**

- ★ Safeguard all employees by implementing training to increase their knowledge about Job, customer satisfactions, safety, sanitation, and accident prevention principles.
- ★ Manage the entire category staff including their leave details, staff appraisals & succession plans, attendance, billing for outsourced agency staff.
- ★ Handle Schedules and coordinate the work of the entire category and bring results.
- ★ Consult with catering/ kitchen staff about food production aspects of special events being planned.
- ★ Imparting appropriate In-house training on Service Excellence & support service staff.
- ★ Absenteeism & meeting work force requirements.

- ★ Handling operational functions like pre-shifts staff briefings, creating the duty roster, shift management.
- ★ Imparting appropriate training on Food preparation, Service Excellence and Teamwork to support service staff.

#### Industrial Training Experience

- ✓ 4 weeks at **Ramba palace** , Jaipur (F&B Service )
- ✓ 4 weeks at **TAJ Resort** , Goa (F&B Service)

#### Language Known

- ✓ English, Hindi, Marathi.

#### Hobbies

- ✓ Watching Movies
- ✓ Traveling
- ✓ Football
- ✓ Hunting

#### Strengths

- ✓ Leadership
- ✓ Self Motivation
- ✓ Flexibility and fast Adaptability
- ✓ Positive attitude

#### Skill Summery

- ✓ Experience in F&B Service & Guest relation Department
- ✓ Ability to interact effectively with people