



VINAY NV

Kamalalayam H, vellayil Po, Theodical, Pathanamthitta Dist,
Thiruvalla. Pin:689613
NIL | NIL

OBJECTIVE

Dedicated and proactive service professional looking for an Opportunity with a reputed company to put interpersonal communication skills, clerical, personal service and problem solving skills into practice.

CURRENT JOB DISCRIPTION

- - Taking care of entire Operations
 - Ensuring and providing flawless, upscale, professional and high class guest service experiences
 - Arranging all the Guest Activities
 - Anchoring and singing Bollywood for the Guest during dinner hours
 - Analyzing customer feedback and providing strategic direction to continuously improve overall rating
 - Responding to guests needs and anticipating their unstated ones

EXPERIENCE

- **Spiceslap plantation Resort**
Dec 15th 2018 - Jun 15th 2020
Manager Operations
 - *Taking care of entire Operations
 - *Implementing Operational Management systems
 - *Handling all the Guest Related issues
 - *Singing & Anchoring for the Live music for Guest
- **Spices Grove Hotels & Resort**
Dec 24th 2017 - Dec 01st 2019
Guest Relation Manager
 - * Handling all the Guest Related Queries
 - * Taking care of all the Guest Activities
 - * Hosting the shows conducted for Guest
 - * Singer for the Live music
- **Evoma Hotel & Business centre**
Jun 2016 - May 2107
Front Office Executive
- **Olive downtown cochin**
Feb 2015 - March 2016
Front Office Associate
- **The Park Pod Hotel of The Park**
August 2104 - Dec 2104
FOA
Training

EDUCATION

- **EILLM University**
2012-2014
BSC in Hotel Management
73%
- **Continental institute of Hospitality Management**
2010
Diploma in Hotel Management
74%

- **National college**
2006-2008
Higher secondary
50%
- **Gnana vaagdevi (Telangana)**
2004
High school
66%

SKILLS

- * Handling the Operations * Good computer knowledge with all the basics * Can handle the 6 Indian languages fluently apart from English * Sales & Marketing * Problem solving & complaint Handling * Hosting & Singing for in house Guest * Ensuring proper training for employees for better sales and customer service

LANGUAGE

- Can Speak English, Hindi, Malayalam, Telugu, Tamil, Punjabi & Bengali

REFERENCE

- **Nithin Ajith - "Raimwood Group"**
Corporate GM
+91 9495513398
- **Mr. Shijo Marattil - "Spice Grove Hotels"**
Managing Director Titeria Hospitality & X GM of Spice Grove Hotels
+9846559558



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