

AJU PRAKASH

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CAREER OBJECTIVE:

To be part of a growing organization, which gives a challenging, career Improve myself through continuous learning inside and outside the purview of my responsibilities, so that I can excel and contribute to the performance of the organization.

SUMMARY OF WORK EXPERIENCE:

- 10 Years experience in Hospitality Industry.
- Worked as on job Receptionist for 10 months at Sea lap shimmers resort Alleppey.
- Worked in Concierge as Concierge Assistant for 1 year in Le Meridien Kochi.
- Worked as Airport Supervisor for Le Meridien Kochi in Cochin International Airport.
- Independently handling all procedure dealing with guest handling, Service, Section handling, Problem Resolving, Guest Interaction, updating and Training.
- In-depth Knowledge in commonly used operational equipments and expert in hotel PMS like Opera.
- Knowledge in airport related coordination and handling
- Well Knowledge in Front Office Department
- Well Knowledge in handling groups.
- Has been awarded for best employ 3 times
- Worked as a partnership business in import and export company in Russia, Armenia, Serbia and Greece.

Le Meridien Kochi

(February 2009 till date)

A Premier 5 Star Deluxe Hotel with 10 Food & Beverage venues, including the state's largest convention center and the largest room inventory of 223 Rooms.

**Designation : Acting Duty Manager
Reporting to : Front Office Manager**

Job Profile

- **Ensuring service is friendly, prompt and courteous at all times.**
- **Responsible for coordinating the work of the Front Office section in an efficient manner, whilst maintain quality and brand standards.**
- **Ensuring the services given to guests is of the highest standard**
- **In liaison with front office manager to ensure sufficient service for the operation for the guest.**
- **Handling guest concerns and complaints with concern and undertaking according to Hotel standard.**

Additional Responsibility:

- **Responsible for Handling guest in the Front Office with better service**
- **Handling Reception in Front Office of the Le Meridien Kochi**
- **Assist in the establishment and maintenance of an outlet promotional calendar.**
- **Responsible for Trainings for New Associates in Brand Standards and Service skills.**
- **Handling the transportation facilities for guest**
- **Handling the cash in the Front Office**

Skills

Good guest relations and complaint handling, Team Building, Motivation, Taking responsibilities, Positive Attitude, Training, Self-Confident and Undertake Every Work with Assurance of Success.

Systems Knowledge : Opera, MS Office

Le Meridien Kochi

(February 2008 to February 2009)

Designation : Apprenticeship
Reporting to : Front Office Manager
Job Profile : Supporting the captains for smooth operations

Educational Qualification:

- **Diploma in Hotel Management**
- **H S E from S.B.H.S.S, Changanacherry, Kerala**
- **S.S.C from Regina Mundi H.S, Goa**

Personal Details:

Date of Birth : **23/09/1985**
Age : **33Years**
Nationality : **Indian**
Sex : **Male**
Languages Known : **English, Hindi, Konkani, Malayalam and Marathi,**
Marital Status : **Single**
Religion & Caste : **Hindu**
Social Style : **Outgoing and friendly, like to listen to music, movies
and Socializing**

Declaration:

I hereby declare that the above-mentioned details are true and correct to the best of my knowledge and belief.

Place:

Date :

(Aju Prakash)

