**CURRICULUM VITAE**

**SHERIN**

**HOSPITALITY INDUSTRY PROFESSIONAL**

**PROFILE**

Competent and diligent professional;offering over 2 years of experience across Hotel operations,Food & Beverages Management,Induction classes,Menu planning,Hospitality,Public/Guest relations, Strategic plannings ;Currently working as a Lounge operations Asst: Manager-GVK lounge, Mumbai international Airport.

Key contributions to developing new business and revenue streams, Customer value maximization, Relationship development, Customer-need identification, Preemptive business development to competitor strategy

Professional outlook, along with multi tasking, time and people management, Learning and organizational skills and a perfectionist attitude, with fine attention to detail. My notable achievements are

* Appreciated by Mr.Roney Antony Peter managing director of the hotel **Munnar INN**

**Core Competencies**

* **Hotel operations**
* **F&B management**
* **Guest/Client relation Management**
* **Cost control management**
* **Quality management**

**PROFESSIONAL EXPERIENCE**

* Worked as a **Hotel operations ,Assistant manager** in **MunnarINN** –Munnar

From :-1 November 2013 To 1 November 2015

* Still working in **GVK lounge,Mumbai International Airport** in **Mumbai**

From:- 4th November 2015 to still

**DUTIES AND RESPONSIBILITIES**

* Operations include HR,House keeping,public relations,food and beverages service,sales and finances.
* To deal effectively with customers,bosses and staff workers, while keeping the hotel running smoothly.
* Creating a work schedule, hiring new employees
* Induction programs and class, Attendance management
* Sometimes get to assign special discounts or honor advertising promotions, While company executives usually set various hotel policies
* Select good assistants or assign department heads to help manage the hotel

**EDUCATIONAL CREDENTIALS**

* Completed instrumentation engineering **KITS**-Kottayam
* Completed hospitality and aviation from **Flying goose aviation academy**- Kochi

**Computer proficiency**

* Excel
* M.S word
* C++

**LANGUAGES**

* Speaking- English, Malayalam, Hindi, Tamil
* Writing- English, Malayalam, Hindi
* Reading- English, Malayalam, Hindi

**PERSONAL DETAILS**

Date of birth : 24yrs /20-03-1992

Sex : Female

Religion : Christian /Catholic

Nationality : Indian

Marital Status : Single

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