



ANN TESS JAY

HOUSEKEEPER

CONTACT INFO



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ACHIEVEMENTS

- Overall first in professional experience - Oberoi Center of Learning and Development training
- Assistant secretary of The AICUF (All India Catholic Union Federation) 2013-14 at The Jyoti Nivas Pre-University College.
- Civil Club Member in CMCA (Children movement of Civil Awareness) 2009-10.

COMPETENCIES

- Attention to details
- Multi-tasking
- Active listening
- Non-Verbal listening
- Team Member
- Communication
- Energetic
- Coaching skills

CAREER OBJECTIVE

To obtain a position as an Executive in an organization that offers professional growth, utilize my skills to the best of my abilities and strive to achieve excellence at all levels and in completing tasks that will further the organization's goals.

PROFESSIONAL EXPERIENCE

The Oberoi Group of Hotels & Resorts

Housekeeper - The Oberoi, Bengaluru

(Sept 2021 - Present)

Asst. Housekeeper - Trident Nariman Point, Mumbai

(Mar - Sept 2021)

- Cost control
- Support departmental targets and objectives, work schedules, budgets, and policies and procedures.
- High operating standards in housekeeping.
- Routine inspections of rooms.
- Training
- Monitor the appearance, standards, and performance of all housekeeping team members with an emphasis on training and team work.
- Ensure team members have up-to-date knowledge of all room categories and team work.
- Assist the Executive Housekeeper to maintain good communication and work relationships in all hotel areas and with external customers and suppliers.

CERTIFICATION

- Certified departmental trainer by Oberoi Center of Learning and Development.
- Certified Happiness Coach - Haptitude & Berkeley Institute of Well-being, California.
- Certified NLP practitioner - Udemy (In collaboration with Achology).
- WSET Level 1 in Wines

SUPERVISED EXPERIENCE

- Member of Literary Club at IIHM Bengaluru
- Appointed as Student Committee Representative at IIHM Bengaluru and performed duties as allotted by faculties.
- Active Member of Young SKAL, Bengaluru

LANGUAGES KNOWN

- Malayalam
- English
- Hindi
- Tamil
- Kannada

Management Training - OCLD Associate

The Oberoi Group of Hotels and Resorts

July 2018 - Feb 2021

The Oberoi, Bengaluru - Mar 2020 - Feb 2021

The Oberoi Amarvilas, Agra - July - Dec 2019

The Oberoi, New Delhi - Oct 2018 - Jan 2019

- Overall learning of all these in practical and technical aspect with an exposure from different hotels which includes business and leisure.

EDUCATION

- **The Oberoi Centre of Learning and Development**

(Two Year Post - Graduate Diploma in Housekeeping Management)

2018 - 2020

- **UGC Recognized Bharathiar University / International Institute of Hotel Management, Bengaluru**

Bachelor in Science - Hotel Management (B.Sc. Hotel Management)

2015 - 2018

- **University of West London, United Kingdom (IIHM Bengaluru Campus)**

Bachelor in Arts- Hospitality Management (B.A. Hospitality Management)

2015 - 2018

REFERENCES

- **Anoop Sunny Mathew**

Assistant Executive Housekeeper, Trident Nariman Point

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- **Preetaya Guha**

Executive Housekeeper, JW Marriott, Mumbai

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