

Rekha Ramu

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PROFESSIONAL SYNOPSIS:

- A professional with **18+ years** of rich experience in Communication Hospitality, HR, Training & Teaching
- NET Qualified Assistant Professor
- **Expertise in Training & Teaching**
- An effective communicator with, problem solving & organizational abilities. Possess a flexible attitude and an eye for detail

OCCUPATIONAL CONTOUR:

Projects Undertaken :

January 2019 till date – DY Patil University School of Hospitality and Tourism Studies, Navi Mumbai.

Assistant Professor Housekeeping conducting practical and theory classes for first, second- and third-year students of BSc in Hospitality Studies. Conducted management classes for post graduate courses. Conducted seminars, virtual sessions, workshops and industrial visits for the students to enhance their knowledge on hospitality. Module designing for certification courses of hospitality. Educational content development for distance learning graduate and post graduate courses.

Board Member of D.Y. Patil Climate Action Lab (D-CAL)

September 2017 – January 2019 - ITM, Oshiwara, Mumbai

Adjunct faculty for Room Division Management conducted practical and theory classes for first, second- and third-year students of BA in Hospitality Studies (Queen Margaret University) and BSc in Hospitality Studies (Mumbai University).

July 2017 – January 2019 - Intalexir, Mumbai

Freelance hospitality and personality development trainer. Conducted training for restaurants and automotive companies.

April 2015 – July 2017 - IGNOU School of Tourism and Hospitality Services Management.

Visiting faculty for Communication Skills, Accommodation Operations and Front Office at IGNOU School of Tourism and Hospitality Services Management. The programme is conducted in affiliation with MP Tourism. Conducted Industrial visit of the students.

2015 – 2017 Manyavar (well known ethnic wear brand for men's)

Consecutively for 3 years conducting 2 days (14 hours) Communication skills, Customer Service and Grooming training programme for store managers and sales executives Pan Madhya Pradesh

Also conducted the same training for Mumbai store managers and sales executives.

October 2010-June 2017 OPTIONS- 3M convertor for Madhya Pradesh.

Freelance communication, customer care and soft skill trainer

Responsibilities:

- ✓ Interview, training and induction program for the new employees of the organisation.
- ✓ Conducted Pre and Post evaluation
- ✓ Ensured that all employees provide courteous and professional service at all times.
- ✓ Setup and maintained the Training and On-the-Job training system in the organisation
- ✓ Conducted email, soft skills, sales, telephone etiquette, stress management and customer service training sessions

August 2016 till date – Fliplearn Education Pvt. Ltd

- ✓ Conducted training of applications for teaching staff and parents in various prestigious schools of Bhopal.

April – October 2016 - High Octane (fast food outlet)

Conducted food and beverage, communication skills, sales, behaviour skills and hygiene training programme for kitchen and Food & Beverage staff of High Octane (fast food outlet) located in MANIT campus Bhopal

December 2015 - 16 - Madhya Pradesh State Institute of Hospitality Training

Freelance Trainer for Accommodation Operations and Front Office at Madhya Pradesh State Institute of Hospitality Training affiliated to MP Tourism.

July – November 2012 - IGNOU School of Tourism and Hospitality Services Management.

Visiting faculty for Accommodation Operations

July – August 2011 Madhya Pradesh Ecotourism Development Board.

Conducted **Communication and Behavioral Training Programme** for national park guides of Satpura Tiger Reserve, Panchmari National Park, Madai National Park, Pench National Park and Bandhavgarh National Park.

Feb 2008 to Oct 2010 Indian Institute of Development Management – Management Development Programme Officer (Reporting to Director)

Brief description of the projects undertaken

- “Performance Indices of Prison Personnel” project sponsored by Bureau of Police Research and Development & Ministry of Home Affairs. It’s a national wide research study on the performance appraisal of prison personnel and also conducting the training need assessment for the department.
- Process of development and Dissemination of the Radio Program BAAT PATE KI” This study was sponsored by UNICEF.
- A comparative study of Mother and Child Protection card (MCP) and UIP card

Major responsibilities of above-mentioned projects:

For prison project was state coordinator for Tamil Nadu, Puducherry, Karnataka, Andhra Pradesh, Assam and Meghalaya. Visited 20 jails of India.

Recruitment, induction and training of the research officers.

Designed the training methodology for the research officer and field investigators.

Prepared the training manual, planned and monitored the training budget.

Coordinating and monitoring the training plan and calendar

Monitoring and supervision of data collection work

- Training of Block Health Officers and Block Information Education Communication Officer of Gujarat in Behavioral Change Communication & Intra Communication sponsored by State Health & Family Welfare Department of Gujarat.

August 2008 – February 2009 Vasundhara Aviation Academy, Bhopal

Freelance Trainer for hospitality, personality development and grooming. Designed the modules for hospitality. Time to time mentoring and counselling students.

April 2007 -2008 - Facelift Foundation, Bhopal – Freelance Trainer

Trained professionals and students in Communication Skills, Personality Development, Soft Skills, Interview Skills, Business Etiquette, Fine dining etiquette, General Sales, Customer service etc. The training provided to the clients Maharishi Management College and Maxworth.

January 2003-March 2005 - Global Telesystems Limited, Mumbai, India - Customer Response Executive

April 2002 -November 2002 - Jehan Numa Palace Hotel, Bhopal, India – Guest Relation Officer

- ✓ Reporting directly to the Managing Director
- ✓ Update and maintain the guest history
- ✓ Responsible for telephonic survey, hotel conducted survey on which international cuisine the guests were interested.
- ✓ Responsible to get feedback on special occasion like food festivals etc.
- ✓ Responsible for VIP and group arrivals.

August 2000 - June 2001- Hotel Intercontinental, Sydney, Australia - Food & Beverage Attendant

- ✓ Worked with various outlets of F&B specialty restaurant – Café Opera, Banquets and Room Service.
- ✓ Worked during Sydney Olympic 2000.
- ✓ Nominated twice for the *Best Employee of the Hotel*.

April 1996-September 1996 - Centaur Airport, Mumbai - Industrial Trainee

As part of curriculum trained in four main departments of the hotel: Kitchen, Food & Beverage Department. Housekeeping and Front Office Operations.

SCHOLASTICS:

- **NET Qualified in July 2019.**
- **Madurai Kamaraj University - MSc in Hospitality and Tourism Management** passed with first division
- **The Hotel School, Sydney, Australia (June 2001)**
Successfully completed Bachelor of Business in Hospitality Management from the Hotel School, which is affiliated to the Hotel Intercontinental, Sydney.
- **IHMCTAN, Bhopal (1999)**
Successfully completed 3-year Diploma in Hotel Management

IT SKILLS: MS Word, Excel, PowerPoint, Outlook

PERSONAL DETAILS:

Date of Birth: July 25th; 1977
Languages Known: English, Hindi and Malayalam
Reference: On request