



Jwallan Raphael Pereira

A seasoned and qualified Business Service Manager, with an exemplary career within hospitality spanning last 9 years across the UAE & East Africa. Utilizing my passion for hospitality and customer service, I have achieved numerous promotions into roles of progressive responsibility. I am a Manager who has worked his way up through the ranks across numerous departments – Operations, Business Development, Customer Service. As a net result i bring all round capability within hospitality.

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AREAS OF EXPERTISE & SKILLS

- Operations
- Business Development
- Customer Service
- Logistics Management
- Receivables – Finance
- Laundry Operations
- Social Media Marketing
- Hotel Operations
- Food & Beverage Operations
- Supervision & Leadership
- Commercial Awareness
- Mentoring
- Team Management
- Interpersonal Skills
- Strategic Thinking
- Problem Solving And Decision Making
- Training

CAREER HISTORY

Business Service Manager Laundrex Dry Cleaning Services

10/2019 – Present

Dubai Based commercial laundry services targeting hotels and other hospitality and retail sector

Dubai, UAE

Achievements/Tasks

- Effectively manages team members, including operations and administration , to ensure team objectives and company goals are being carried out
- Displays extensive working knowledge of industry standards and practices, including product details and company services offered.
- Managing staff & their accommodations, health facility, catering facility of employees. Ensure all the company policies and safe practices are followed every time by staffs.
- Ensuring all preventive and periodic maintenance, pest control, MEP related work are being carried out on regular routines within facility and accommodations.
- Develops working knowledge of industry regulations, restrictions, laws, and ensures all the departments adheres to all regulations.
- Preparing schedule in accordance with client requirements, Implementing strategies which ensures best quality is provided.
- Resolves service desk problems, employee issues and improves methods to resolve issues in short time. Monitors department issues and client complaints to define patterns and work to lessen those recurring issues.
- Evaluating the cost and initiating various ideas to lower the cost .Ensuring all work done is documented by accounts team to ensure proper billing end of the month. Regular payment follow ups and collection as per credit terms
- Regularly audits work being done to ensure all standards are met and that work is carried out effectively, correctly, and thorough.
- Making sure adequate supply of resources are provided to all the departments. Negotiating and Managing with suppliers.

Business Development, CS & Operations Executive Advanced Integrated Services LLC (BBIH)

05/2018 – 10/2019

Advanced and its subsidiaries provide integrated support services to the public and private sector that can be customized to suit every organization's needs ranging from facilities management, catering, commercial laundry, recruitment.

Abu Dhabi & Dubai, UAE

Achievements/Tasks

- Developing strategies for operations for right outcome of the production.
- Preparing facility for Show around and make sure all the protocols are followed.
- Preparing monthly reports as required by management.
- Solve day to issues with regards to services provided.
- Coordinating with operations for timely deliver of linen and also with customer service department for any service related issue from client.
- Client relationship with hotels, restaurants, organizations and local communities for day to day FM, Catering & laundry requirements.
- Visiting existing clients as part of courtesy and customer service. Being a one point contact and available for client's 24x7 to resolve their day to issues and liaising with operations or other departments to take appropriate actions against customer needs. Resolving the customer issues or queries in less time frame given.

CAREER HISTORY

Business Development & Customer Service Executive

Butlers Express Laundry And Dry Cleaning LLC

09/2016 – 04/2018

Commercial Laundry Services Based in Dubai Investment Park

Dubai, UAE

Achievements/Tasks

- Identifying and pursuing new business sales opportunities both by use of the company database, networking, B2B and B2C opportunities, exhibitions and client entertainment.
- Delivering results/ sales to the company through quotas and targets. Making strong follow up after the sales meeting and courtesy calls.
- Maintaining daily sales report and progress on leads. Handling cold callings, actual sales call, email marketing, Social media marketing and others. Maintaining connections through company's sales representation.
- Developing strategic sales and marketing plans through brainstorming and regular meetings with Retail Manager. Preparing contract for the tie ups, site visit to know clients requirements.
- Working on P&L and Proposal making for all the clients. Coordinating with operations for timely deliver of linen and also with customer service department for any service related issue from client.
- Being a one point contact and available for client's 24x7 to resolve their day to issues and liaising with operations or other departments to take appropriate actions against customer needs. Resolving the customer issues or queries in less time frame given.

Operations Manager

Big Mikes Cocktail Bar, Restaurant & Guest House

08/2014 – 08/2016

A Premium F&B Outlet In Kampala For Complete Leisure And Entertainment

Kampala, Uganda

Achievements/Tasks

- Responsible for the day-to-day management of the outlet and its staff. Accountability for budgeting and financial management, maximizing profit, managing budgets and expenditures, planning, organizing, purchasing, inventory, sales and marketing, implementation of new ideas and strategies, training staff and directing all services, food and beverage operations, and housekeeping.
- Planning and organizing accommodation, catering and other services.
- Managing people as assets that are fundamental to the competitive advantage of the organization. Aligning HRM policies with business policies and corporate strategy. Developing a close fit of HR policies, procedures and systems with one another. Empowering employee to manage their own self-development and learning.
- Making sure all the outlets, production area, entertainment related areas are well maintained in terms of maintenance and housekeeping.
- Meeting and greeting guests, Dealing with guest complaints and comments. Ensuring events and get together run smoothly.
- Supervising maintenance, supplies, renovations and furnishings. Dealing with contractors and suppliers like Vicland, EABL, Nile breweries, CK, Uganda wines & spirits, Kampala Tobacco.
- Ensuring security is effective, carrying out inspections of property and services. Ensuring compliance with licensing laws, health and safety and other statutory regulations.

Front Office Supervisor

Auris Boutique Hotel Apartments LLC

08/2012 – 07/2014

Managed Hotel Apartments in Al Barsha

Dubai, UAE

Achievements/Tasks

- Accountable for coordination and oversight of all the staff functions pertaining to the front office as well as the reception area.
- Handling incoming guests, visitors, computer systems. Overview and ensure the smooth operation of all the activities at front office. Ensure Outstanding customer care at all times. Maintains a friendly, cheerful and courteous at all times.
- Courteously and accurately answers inquiries from potential guests and accepts hotel reservations. Responding to inquiries regarding hotel information and guest concerns.
- Supervise daily shift process ensuring all team members adhere to standard operating procedures. Train, direct the work of, resolve issues/problems and coach and counsel the front desk team members to ensure a quality operation.
- Allocate rooms to expected arrivals after checking the guests preferences and special requests. Cross Check all billing instructions, settlements, CID updates on system. Build strong relationships and liaise with all other department's especially housekeeping, reservations etc.
- Supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests. Ensures safety by following guest check in and security procedures and reporting suspicious activity to management. Assist all departments in servicing the guests during high volume periods. Performs other duties as assigned, requested or deemed necessary by management.

EDUCATION

Bachelors In Hospitality Management

Mangalore University

2012

Mangalore, India

Course Outline

- The coursework for a degree in hospitality management investigates Food & Beverage, Administration, Customer Service, Event Management, Tourism, Business Law, Marketing, H&R Management, Hospitality Accounting and Hospitality Information Systems.

CERTIFICATION

UAE Drivers License – Dubai (2016)
Light Motor – Automatic

Dubai Way Champion
A short course on Dubai and Dubai's way of customer service. Certified by DTCM

PERSONAL PROJECTS

The Role of HR(Human Resource) (11/2011 – 04/2012)

- HR enforces the values and beliefs, shapes and supports cultural norms and rules, and implements cultural change in support of organization I goals. It also plays significant role by helping the corporate culture adopt to shifting environments so that the organization is well positioned to meet the challenges it faces.

COMPUTER SKILLS

Operating System: Windows, MAC, Ubuntu

Office Tools: MS Office, Apache Open Office, Libre Office

Property Management System: IDS, WISHNET, MASTERKEY

Social Media Expertise: Facebook, Twitter, Instagram, LinkedIn

LANGUAGES

English ● ● ● ● ●

Hindi ● ● ● ● ●

Konkani ● ● ● ● ●


Tulu ● ● ● ● ●

Kannada ● ● ● ● ●

HOBBIES

 Djing

 Road Trips

 Travelling

 Postal Stamp Collections

PERSONAL DETAILS

Date Of Birth : 24/07/1989

Gender : Male

Nationality : Indian

Marital Status : Single

Religion : Christian

DECLARATION

I, Jwallan Pereira declare that the above information is true and correct to the best of my knowledge and nothing has been concealed or distorted.