

# Ajay Harjani

Marital Status: Married  
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Regency Tower  
West Bay  
Doha  
Qatar

Drivers License & NOC available



## Experience

- [02/16 – Present]      **General Manager at Ramada Encore Hotel & Director of Operations at Regency Hotel Management**      *Doha, Qatar*
- Manage profit and loss for the hotel and company
  - Develop budgets/forecasts and ensure all departments adheres to it
  - Manage all department heads
  - Create SOPs and follow franchise standards
  - Delegate and manage financial and operational targets
- [02/15 – 2/16]      **Vice President Catering at SAVY Hospitality**      *Doha, Qatar*
- Manage existing Lifestyle Restaurants (15 restaurants)
  - Lead projects for upcoming restaurant development
  - Develop franchise for existing restaurants
  - Design and operations consultant
  - Mystery shopping
- [07/13 – 02/15]      **General Manager at Park Suites Hotel**      *Casablanca, Morocco*
- Developed accurate long term financial objectives
  - Re-structured hotel hiring
  - Achieved budgets and exceeded revenue targets
  - Escalated hotel's online ranking to Top 5 in the city
- [07/11 – 07/13]      **Guest Service Manager at Burj Al Arab**      *Dubai, UAE*
- Managed a team of 200 executive butlers
  - Solved guest complaints and internal issues
  - Continuously developed departmental operations
  - Ensured monthly budget/goals were accomplished
- [01/10 – 06/10]      **F&B Management Trainee and Catering Sales Executive at Mandarin Oriental**      *Jakarta, Indonesia*
- Implemented systems to improve overall F&B quality & service
  - Trained employees on wine and food knowledge
  - Took enquiries from clients, wrote proposals, made/sold contracts, and managed meetings/events
  - Created forecast and daily event reports for executive meetings

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|-------------------|--|----------------------------|
| [12/08 – 06/09]   | <b>Reception Supervisor at Hotel President Wilson</b>  | <i>Geneva, Switzerland</i> |
|                   | <ul style="list-style-type: none"> <li>• Handled guest complaints and hosted V.I.P guests</li> <li>• Trained with FOM to complete assistant managerial tasks</li> <li>• Successfully completed concierge training</li> </ul>   |                            |
| [12/07 – 06/08]   | <b>Receptionist/Guest Relations and Night Auditor at Hotel President Wilson</b>  | <i>Geneva, Switzerland</i> |
|                   | <ul style="list-style-type: none"> <li>• Checked guests in/out and pursued the reception check list</li> <li>• Undertook cashiering responsibilities effectively</li> <li>• Completed night audit/revenue reports</li> <li>• Substituted for every department as per hotel needs at night</li> </ul> |                            |
| [08/05 – 09/05]   | <b>Receptionist in Hotel Mansour Edhabi</b>  | <i>Marrakech, Morocco</i>  |
|                   | <ul style="list-style-type: none"> <li>• Dealt with customer complaints and suggestions</li> <li>• Handled concierge responsibilities</li> <li>• Checked guests in/out and performed daily check lists</li> </ul>  |                            |
| [06/04 – Present] | <b>Restaurant Owner - India Palace</b>   | <i>Casablanca, Morocco</i> |
|                   | <ul style="list-style-type: none"> <li>• Handle customer complaints and needs</li> <li>• Make reports, forecasts, marketing for company</li> <li>• Trained staff on excellent service &amp; product knowledge</li> </ul>   |                            |

## Education

- |                 |  |                            |
|-----------------|--|----------------------------|
| [07/07– 06/11]  | <b>Les Roches Hotel Management School</b>  | <i>Bluche, Switzerland</i> |
|                 | <ul style="list-style-type: none"> <li>• Bachelor of Business Administration in International Hotel Management and Entrepreneurship</li> <li>• Associate Degree in Food and Beverage</li> <li>• Swiss Hotel Association Diploma</li> </ul> |                            |
| [09/98 – 06/07] | <b>Casablanca American School</b>  | <i>Casablanca, Morocco</i> |

## Certifications

- HACCP Level 4 (Certified from Highfield UK)
- Food Safety Level 4 (Certified from Highfield UK)
- Implementation of ISO 9001

## Languages

- Fluent in English, French, Indonesian and Hindi
- Conversational in Sindhi and Arabic
- Intermediate in German

## Computing Skills

- Opera, Fidelio, Delphi, HotSOS, Microsoft Office, Dreamweaver, Adobe Photoshop, HTTP, Vicas, Primavera, Wrike