

VAIBHAV HIRALAL BHOITE

Address: B- 101, Rock Avenue, plot – E,
Opp.Joy ice-cream, Nr.Hindustan naka,
Kandivali (w),
Mumbai – 400 067.

Mobile : + 91 9870327356

Email : vaibhavbhoite41@gmail.com

OBJECTIVE

Aspiring to work for a professional Organization and take on assignments with a wider scope for Organizational and self-development.

CAREER BRIEF

- Joined Jet airways as a Security Assistant (A3) in security department on 1st September 1997.
- On 15th October 1999 had been promoted as Supervisor (A1) in Cabin Appearance Department.
- On 1st April 2008 had been promoted as Cabin appearance Executive officer (O2) in Cabin Appearance department.
- On 1st November 2015 had been promoted as Assistant Manager (E1) in Cabin Appearance department.
- Currently working with Jet Airways in Cabin Appearance department as a Mumbai Station Incharge.

PROFESSIONAL EXPERIENCE

Main responsibility:

- Manage and administer the operations of all cabin appearance activities in the respective station as a Station Incharge for international & domestic in order to provide immaculate cabin services to guest.
- Maintaining the hygiene & cleaning standard with best possible manner in given resources.
- Plan the material & manpower requirement for the station to manage operations efficiently.

- Play a key role in the implementation of existing & new processes as per company requirement.
- Follow the Preventive maintenance and scheduled refurbishment programs using the Engineering QC approved materials and cleaning agents.
- Follow up on Guest feedback, FRS feedback, Cabin Defect Report Entries and Audit reports and ensure prompt corrective measures are taken to solve problems and prevent complaints of the same nature from recurring.
- Coordinate & follow up on schedules of Disinfestations, Fumigation, Potable Water Test, Water Cart cleaning, Deep cleaning, C-checks etc.
- Periodic appraisals of the staff to be made and discussed individually with the staff and feedback given to the Manager, Cabin Appearance.

Training & development responsibility

- Ensure all staff working in cabin appearance department are trained to perform their duties effectively.
- Have been certified as 9W AIRSIDE SAFTY AND SMS (safety management system) trainer & successfully executed the program at all levels.
- Provide continuous training to all staff and monitor their performance.
- Disinfestations program designed & executed successfully at Mumbai and other metro stations.
- Supervisor refresher training program designed & executed at Mumbai station.
- Groomer refresher training program designed & executed at Mumbai & other metro stations.
- Operator refresher training program designed & executed at Mumbai station.
- Developed Wide body, narrow body & Max aircraft upholstery cleaning module & executed.

EDUCATION & CERTIFICATION

- Graduate (Bsc) with first class from Mithibai College Vile Parle (W)-**MUMBAI.** (1996-1997)
- Passed HSC with distinction in 1993/94 from Mithibai College Vile Parle (W)-**MUMBAI.**
- Passed SSC with distinction in 1991/92 from Balak Vihar Vidhyalay Kandivali (W) - **MUMBAI...**

Certification of following training programs completed successfully.

- Personality development
- Train the trainer program for air side safety & safety management system

- Let's talk
- Impression management
- Supervisory Service Skills
- Customer Service Excellence
- X-ray BIS Screening.
- Safety & security
- BDDS(Bomb detection & disposal training)
- ADP (Airport Driving Permit).

HONOURS & REWARDS

- Received the award for THE EXCELLENCE IN SERVICE.
- Received two letter of an appreciation for honesty.
- Received three letter of an appreciation for outstanding support during the time of crisis.
- Three times received the awards for the long service.
- Received an appreciation from head of the department for conducting class room training for all cleaning staff
- Nominated to conduct the refresher training program at outstation.
- Nominated to conduct the aircraft disinfestations program at metro station.
- Nominated to conduct the potable water tank disinfection program at non-metro station.
- Received letter of an appreciation for training the staff at outstation.

PERSONAL DETAILS

- DATE OF BIRTH : 1st June 1977.
- NATIONALITY : Indian
- MARITAL STATUS : Married
- LANGUAGES KNOWN : English, Hindi, and Marathi
- HEIGHT : 5'11"

➤ HOBBIES

: Music, Playing Cricket, Chess & Traveling

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