

Profile Details

Role : Key Handover Lead	Sub function : Hospitality & Property Management
Function : Hospitality & Property Management	Reports To : General Manager
Key Responsibilities <ul style="list-style-type: none">• Effective hand-holding customers in the pre and post-possession stage• Plan & supervise the day-to-day handover activities to customers• Improve, streamline and enforce the handover policies & processes• Ensure 100% compliance in KYC• Interact with customers over call/face to face• Maintaining stores and supplies for regular requirement and emergency requirements• Timely processing of vendor invoices	
Skills, Knowledge and Abilities: Communication skills, Team work, Organising and planning, Closing ability and persuasion, Administration and management	
Qualification: Graduate or Hotel management	
Work Experience and Other Requirements: Customer handling experience preferably from Hotel Front Office Background Attention to details, Leadership, Ability to handle surprises, Ability to use positive language	