**Objective:**

* To Place My Qualities and Abilities at the Service of the Company’s Objectives.
* To Carve A Niche In My Field Which Can Help Me Explore My Potentials And Capabilities To The Fullest

**Academic Excellence:**

* B.Sc. In Hospitality from University Of Mumbai in 2011.(HOSPITALITY STUDIES)
* Higher Secondary School Certificate from Maharashtra State Board in 2008.
* Secondary School Certificate from Maharashtra State Board in 2006.

**Interests/Skills:**

* Working Knowledge of Ms Office Package, Email and Internet.
* Played Professional Hockey and Football at the Mumbai District Leagues.
* Regular Swimming.

**Extra-Curricular Activities:**

* Experience in Event Planning and Management in Varied Settings.
* Experience In Leading A Team Towards The Desired Goals.
* Positive Interpersonal and Communication Skills for a Team Oriented Work Environment.

**Industrial Training:**

* Internship For Six Months At ‘The Lalit’ Hotel, Mumbai,India

**Work Experience:**

**Residence Inn by Marriott Sept 2014 – Sept2015**

Kuwait

**Housekeeping Floor Supervisor**

**Hotel Sea Princess August 2011 –August 2014**

India

**Housekeeping Supervisor /desk attendant (customer service)**

**Job Responsibilities**

* As a customer service agent handling floor calls from the guest
* Following up on guest complaints with the maintenance department.
* Making courtesy calls for the guest in house looking for feedback.
* Upselling the guest in house laundry. Making calls to the guest regarding laundry.
* If any lost and found items of the guest remaining in the hotel calling and following up with the same.
* Supervising Housekeeping Staff and Desk While They Are Performing Their Duties.
* Supervising Laundry Staff Duties and Maintaining Linen Inventory.
* Stocking and Maintaining Any Housekeeping Supply Rooms.
* Determining And Processing All Guest Complaints.
* Inspecting If All Guest Rooms Are Ready For Arrival.
* Checking If All Common Areas Are Hazard Free And Ready For Guests.
* Conducting Daily Morning Meeting With Housekeeping Staff And Organizing All Staff Daily.
* Ensuring High Level Of Customer Service Is Maintained At All Times.
* Assisting Guests With All Questions And Reasonable Requests.
* Relieving Front Desk Staff Whenever Necessary.
* Making Daily Occupancy Reports.
* Knowledge About Opera .
* Checking guest rooms as per hotel standards.
* Maintaining hygiene standards.

**Personal Details:**

Date of Birth 30th March 1990

Nationality Indian

Gender Male

Languages English and Hindi

****

**Gulfjobseeker.com CV No:** **1519632**