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* Gulfjobseeker.com CV No:1567146
* E-mail: gulfjobseeker@gmail.com
* Marital Status : Single
* Language : English, Hindi, Punjabi.
* Objective:

Highly efficient, dynamic and experienced hospitality industry professional offering progressive Years of work profile in Housekeeping and Laundry department of Hotel operations. Have been trained in Guest relation, front office, customer service with career record of excellent performance. Possesses success record of achieving hotel objectives, exceeding guest’s expectations and meeting set performance parameters. Exceptionally desirous to become an asset of a hospitality/ service industries and back office, to serve guest up the level and demonstrate accrued expertise heading professional growth.

* **Professional Experience**
* **Madinat Jumeirah as Senior Team Leader in housekeeping.**
* July 2013 to 31 Jan 16

**Duties and Responsibilities in Operations**

* Ensuring a Zero defect Service
* Consolidating guest feedback and ensuring timely action for the same
* Staff handling, interviewing, counseling and Training
* Cost Control: Work towards minimizing costs within a operationally viable framework
* Was actively involved in setting up operations and evolving the hotel into professionally operating unit.
* To ensure smooth functioning and operations of the entire housekeeping department.
* To assign your subordinates their duties, conduct regular briefings and inspect work for conformance to the prescribed standards of cleanliness.
* To investigate complaints regarding housekeeping service and equipment, if any and take corrective actions.
* To ensure maintenance and control of all aspects of hotel rooms.
* To ensure rooms are made available for sale in time to the F/O department.
* To ensure and do the necessary follow ups for the execution of jobs to be carried out for under repair rooms to ensure release in the shortest possible time.
* To co-ordinate and follow up with engineering department for room maintenance.
* To coordinate work activities and functions among other supporting departments and various sections of your department including uniforms and linen room sections.
* To conduct orientation training and in-house training service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
* To ensure adequate supplies to take periodic inventory of stock.
* To make recommendations to improve service and insure more efficient operation.
* To examine building to determine need for repairs or replacement of furniture or equipment, and make recommendations to the manager.
* To record information and data regarding work assignments, personal actions, and to prepare periodic reports.
* To participate in the preparation of the operating budget and to ensure that the department's budget is strictly adhered to and that costs are strictly controlled.
* Improving operational efficiencies
* **Administrational Duties and trainings**
* To maintain up to date records of operational activities and guest comments in various Housekeeping log books.
* To attend /conduct various briefings and meetings as requested by the Executive Housekeeper.
* To prepare Monthly staff roster.
* To maintain proper cyclic cleaning programs in rooms and public areas.
* To maintain proper records of trainings in rooms and public areas.
* To prepare and issue work assignments to colleagues.
* To conduct daily briefings.
* To maintain proper record of equipment sent out for servicing.
* To conduct bi monthly and annual appraisals of colleagues.
* To ensure that the PPM history records are updated correctly.
* To maintain accurate and updated records of all Linen and uniform at all times.
* To conduct regular stock taking in rooms and pantries.
* To conduct the regular on the spot detailed reports for team leaders and keeping a record (LQA)
* To conduct the assessments for new colleagues and maintaining record for it.
* To maintain proper record of special projects on weekly basis.
* To make the allocation and roaster for the colleagues.
* To conduct the department trainings up to 40 colleagues in a month.
* Improve the manpower productivity levels
* Lotus hotel Apartments in Dubai Asst manager in housekeeping

Sep 12 to May 13

* Marcure hotel (Accor group) in Dubai Asst manager in housekeeping
* June 12 to Sep 12
* Aloft Hotel as a Supervisor in Housekeeping Department.
* Oct 2011 to May 2012
* Pre-Opening Member.
* The Chandigarh Ashok Hotel as Supervisor in Housekeeping Deppt.
* May 2010 to Oct 2011
* Pre-Opening Member.
* Whispering Palms Jaipur as a housekeeping executive
* May 2009 to May 2010
* Pre-opening member (Multi tasking System.)
* On-the-job Training from the Goodwood Park Hotel, Singapore.
* August 2008 to April 2009
* **Academic/ Professional Qualifications**:
* Bachelor of Arts (Hospitality and Tourism) From Eastern Institute for integrated Learning In Management Sikkim University (India)
* Jan 2009 to Dec 2011.
* Diploma in Tourism & Hospitality Management from Nanyang Institute of Management,
* Jan 2008 to Apr 2009

* Singapore with main focus on.
* Food & Beverage.
* Fidelio (Front office reservation system)
* Global distribution system (Travel agents reservation system)
* Service quality management
* Business communication
* Hotel management.
* **Certificates and achievements**
* Asst Manager Cross training from Burj Al Arab Certified.
* Leadership skills Certified.
* On the Job trainer Certified.
* Best Departmental trainer Certified.
* Lobster ink Certified
* Lobster ink teacher Certified.
* Team Trainer Certified.
* Best employee of the quarter Certified.

* **Computer skills**
* Advance level user of Microsoft, internet and e-mail application, Opera, Fidelio. Opera Mobile version9.