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| Achievements* Awarded for integrity at Flora hospitality.
* Nominated for best Employee for the year 2013-2014
* Certified for providing fantastic services at Holiday inn, Mumbai

 Skills* Exceptional time management.
* Customer-Oriented.
* Hospitality Background.
* Interior and Exterior cleaning.
* Effective written and verbal communication skills
* Opera ,property management system
* Triton Proficiency
* Skilled in computer

applications related to work like Microsoft Word, Excel, PowerPoint, and the Internet* Ability to perform tasks under pressure
* To lead a team and maintain high levels of guest service and to ensure a high quality service.

Education* Diploma in Hotel Management (DHM) from NSHM School of hotel management DURGAPUR (W.B)

(2006-2009)* **University Degree (History)** Bhagalpur University, Bihar

(2003-2006)Training Exposure* **Hotel Quality Inn Residency Hyderabad ( June 2008-Oct 2008)**

HobbiesTravelling, listening to music  |

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|  ROMANS ROMANS.324346@2freemail.com Housekeeping  |
| **Summary** |
| I aspire to work in challenging environment to achieve highest degree of success through diligence and constant learning in hospitality industry. To seek new frontier & challenges to develop my skills creative and intellectual abilities & continuously excel & bring the company to its high altitude. Professional housekeeper with strong organizational and multi-tasking skills, as well as superior time and resource management capability. Seeks long term employment with an established commercial cleaning business |

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| **Professional Experience**  |
| Housekeeping Supervisor December 2014 – Present**Flora Park Deluxe Hotel Apartment.Dubai U.A.E** * Checks guest rooms and public area, ensuring highest standard of cleanliness were met.
* Meets guest and their needs on a priority basis and taking their feedback.
* Conduct monthly/quarterly and annual inventory for the department and ensuring that operating par stock of the department is fully maintained.
* Plans and organizes manpower and resources for the success of day-to-day operation responsible for making daily duty roaster of the team.
* Maintains standard operating procedures, ensures that the same is systematically followed in operation.
* Tech behavioral and vocational training to my colleagues and related work areas to enhances their skills.

 Housekeeping Supervisor February 2013 -30th Oct 2014**Holiday Inn Hotel, Mumbai** * Provides the organizational need and follow as per the IHG standard.
* Examine the maintenance of cleaning equipment being used by the staff and ensure its repair and replacement.
* Conduct training classes and check for grooming of the room attendants
* Check on all rooms during the shifts be it Occupied/Vacant/Departure.
* Provides effective motivational power to my colleague.
* Responsible for checking all areas of hotel for its cleanliness
* Coordinated with all related departments to provide, courteous & efficient service to the customer.
* Record all lost & found items of the guest and E-mail the guest regarding the same.

**Housekeeping Supervisor** Ramada Hotel, Mumbai January 2012-Jan 2013* Attends Meets to guest and their needs.
* Captures Guest’s Preferences.
* Taking responsibilities of the Manager in his/her absence
* Maintains departmental reports, month end reports.
* Motivates the associates with confidence and strong leadership skills.
* Maintains various records of the desk and update them.
* Trains and brief the associates and update them.
* Coordinates with other departments to ensure smooth flow of operation

**Housekeeping Associate** ITC Maratha Hotel, Mumbai (November2010-Dec2011)* Cleans guest rooms as per the standard operating procedures.
* Follows the super cleaning schedule and clean accordingly.
* Interacts with guests and takes their feedback.
* Fills Room verification report, Checklist and Log Book.
* Handles various shift function.
* Handles various machines like vacuum cleaner, Ergo disc, Vacuumat, Aquamat and cleaning them after use.
* Receives supplies and amenities from Housekeeping Store.

**Housekeeping Associate** TAJ Holiday Village , GOA ( July2009-Aug 2010)* Gives and takes handover from shift to shift.
* Attend the briefing on time and inspect staff.
* Worked as a section incharge for 10 Cottages.
* Maintain Villa pantry & check par stock on linen & guest amenities.
* Make schedule to pest control spring & cleaning on assigned Villa.
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 **Reference*** Provided upon request

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