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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)**   Hobbies  Travelling,  listening to music | | |  | | --- | | ROMANS  [ROMANS.324346@2freemail.com](mailto: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 |  |  | | --- | | **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. |     **Reference**   * Provided upon request |