**SATADRU**

Email: satadru.332437@2freemail.com

**Objective**

Looking for a position as a Housekeeping Supervisor where my extensive skills and experience in managing housekeeping services will be utilized to provide guests with the pinnacle of services.

**Highlights**

|  |  |
| --- | --- |
| * Superior communication skills
 | * Flexible scheduling
 |
| * Cheerful and energetic
 | * Effective team player
 |
| * Resolution oriented
 | * Superior organization skills
 |
| * Dependable and reliable
 | * Staff training and development
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**Accomplishments**

3 times Winner of the “NCL Cruise Liner Vacation Hero” Award.

**Experience**

**Housekeeping Associate Nov 2012 to Current**

* Ensure efficient cleaning, daily service, sanitation, stocking and support of assigned area within the hotel operation on-board, according to USPH regulations.
* Served as liaison between customers store personnel and various store departments.
* Confirmed that appropriate changes were made to resolve customers` problems.

**Housekeeping Supervisor Jan 2008 to June 2012**

**Hotel Air Link- Mumbai**

* Plan, organize and direct team members to ensure high customer satisfaction, inspect guest rooms and public places within the hotel to ensure cleanliness, respond to guest complaints immediately, Train new and existing employees in training procedures and upgrades, plan and facilitate team member meetings, Evaluate condition of furniture, fixtures and décor and make appropriate changes and / or repair.

**Food & Beverage Executive July 2007 to Jan 2008**

**Eagleton, the Golf Resort- Bengaluru**

* Delegated with dining service.
* Successfully handled, monitored and controlled whole food and beverage operations.
* Maintain well-built relationships with the customers, staff members, guests and team organizers.

**I.T. & J.T. Trainee June 2006 to June 2007**

**Sterling Holiday Resort & Larica Holiday Inn, West Bengal**

* Attend to the food and drinks services for guests.
* Organizing and managing dining room, Organizing miseenplace, table/cover service and clearance duties during emergencies, administer first aid, providing banqueting services, take fire prevention and security measures, Attend guest complaints.

**Education**

**Bachelor of Arts 2006**

Allahabad University

**Hotel Management 2007**

M.I.H.M. Kolkata

**Basic Environment Course, Vessel Sanitation (USPHS-HACCP) 2012**

Costa Campus & Culinary Academy of India- Hyderabad

**STCW`95 2012**

S.N.S. Maritime Institute- Mumbai

**Familiarization in Crowd Crisis Management & Safety 2012**

Pelican Marine Academy- Mumbai

**STCW 2010 Section A-VI/6 2013**

Norwegian Cruise Liner, Gem, USA

**Security Awareness Training 2014**

Norwegian Cruise Liner, Gem, USA

**Personal Information**

* Date of Birth : 5th September, 1984
* Sex : Male
* INDos No : 12 SL 5028
* Visa Holder : USA C1/D (07/08/13 to 05/08/18)
* Status : Single
* Hobbies : Travelling, Swimming, Listening Music

**Languages**

Fluent reading/writing Bengali, Hindi & English

**Skills**

* Excellence in customer services
* Ability to multitask
* Excellent organizational skills
* Excellent written and verbal communication skills
* Profound ability to anticipate customers` need and respond appropriately
* Proven supervising experience in customer services