**RESUME**

 

**PERSONAL DETAILS:** **SANTOSH**

**SANTOSH.332964@2freemail.com**

**CAREER OBJECTIVE**

My ambition is to gain challenging work experience in the hotel industry where I can be a part of the success of a dynamic and innovative organization.

**CAREER ACHIEVEMENTS**

**1 June 2009 to 26 october2009: “QUALITY RESORT THE RIVERVIEW, CHIPLUN”**

***Customer Service***

**Customer Relations: Consistently maintain a high level of professionalism and service**

* **Room Service**
* **Liquor And Wine service**

**1 october2010 to 1 Jan 2011: Indian Professional Bartending Course**

* **Making cocktail and cocktail**
* **Flaring and juggling**

**Mar 2012 to Mar 2013 “Fairmont Hotel, Singapore”**

* **Room Attendant**
* **Most helpful room attendant – 2012 Award**

**Job list for room attendant**:

1. Collect guest amenities for the assigned guest room.
2. Collect cleaning supplies for the assigned rooms
3. Organize your cart
4. Enter guest rooms and prepare it for cleaning
5. Begin to clean bathroom.
6. Finish cleaning the bathroom
7. Make the bed
8. Dust the guest room replenish supplies and amenities in the guest and bathroom
9. Vaccume the guest room
10. Exit the guest room.

**12th september2013 to 31st august2014 “sun n sand hotel,shirdi”**

* **Junior floor supervisore**

**17th september 2014 to till 20th jan”hotel keys temple tree shirdi"**

* **As a housekeeping excutive**

**20thjan2015 to still”ajman palace ajman ,dubai**

* **As a housekeeping supervisore.**

**Duties and responcibility :**

* Report on duty on time with proper grooming, punch time card in and sign the daily attendance sheet.
* To attend briefings conducted by department head and ASST .Manager
* To sign and collect the master key of the room’s
* To proceed to the allocated service center and brief all the room attendants regarding day’s activities, expected arrivals, VIP service if any and other specific duties to be carried out.
* To allot duties and room’s for the room attendants.
* To hand over check list to the boy’s and remind them of their duties towards the same.
* To issue all necessary items like cleaning materials, guest supplies, cleaning equipment and etc. to room attendants.
* Go around and check for the following: room attendant’s performance, cleanliness of the rooms, maintenance work done and standard setup of guest amenities.
* To have control on consumption of guest supplies and to maintain consumption record on daily basis.
* To check all the rooms and to raise maintenance work order and to follow up with engineering for action.
* To collect guests comments regarding cleaning of room and the service provided by the room attendants and to prepare reports on daily basis and forward the same to Exec. Housekeeper.
* To have an eye for details with regards to following: Room attendant’s daily report, Housekeeping Clearance for checkout, Room Inspection Report, Stores Requisition, Lost and found & Breakage report.
* To have check on personal hygiene and grooming of room attendant on duty.
* To ensure that machines are properly cleaned after use.
* To train and motivate the room attendants on the job and to maintain discipline among them.
* To organize through cleaning program during off season.
* To attend phone calls/guests calls and to ensure service provided immediately.
* To communicate effectively with the guests and solve their complaints/problems if any.
* Any complaints/problems unsolved same to be brought to the notice of the Executive Housekeeper.
* To ensure that room attendant are using the equipment’s in the right manner and keep it safe in the respective place.
* To make sure that the doors are locked properly and light are switched off in the room’s at the end of the day.
* To hand over to next shift supervisor of any works are pending by writing.
* Log out on the Daily Attendance Sheet and punch time card out.

**ACADEMIC ACHIEVEMENTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Institute** | **University** | **Result (%)** | **Year** |
|  **Final year BHMCT** | **IHMCT Ahmednagar** | **Pune** | **First Class** | **2010-11** |
| **TY BHMCT** | **IHMCT Ahmednagar** | **Pune** | **First Class** | **2009-10** |
| **SY BHMCT** | **IHMCT Ahmednagar** | **Pune** | **Higher Second Class** | **2008-09** |
| **FY BHMCT** | **IHMCT Ahmednagar** | **Pune** | **Higher Second Class** | **2007-08** |
| **HSC** | **A S C college Rahuri** | **Pune** | **First Class** | **2006-07** |
| **SSC** | **S.P.M.C , M.P.K.V, Rahuri** | **Pune** | **Higher Second Class** | **2003-04** |

**PERSONAL SKILL**

* Excellent understanding the basic sanitation requirements regarding to food handling & personal hygiene.
* Very good ability to listen to direction and follow all instruction.
* Customer oriented
* Possess skills to work well under pressure.

**KEY SKILLS**

* **Communication**

Have good ability to communicate with guests.

**CURRICULAR ACTIVITIES**

* participated RIZVI competition in Mumbai
* Actively participated in food festival 2008, 2009, 2010 at institute.

**WEAKNESS:**

* Aggressive and emotional.
* Take time to learn but with good result

**SCOPE:**

To monitor the service center activities, cleanliness of the rooms, room boys And room attendants on the job and to control the consumption of guest. Supplies/amenities.

**DECLARATION**

* I sincerely acknowledge that all details furnishes in this Curriculum Vitae are true the best of my knowledge.