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**CURRICULAM VITAE SARADA**

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**Objective:**   **Seek the position of Soft Service Manager**

**Career Objective:** Aim to scale heights in the field of hospitality Facility Management, Front Office Management, Linen Management, Pre- Opening, Task Trainer, Group Trainer & Store Management with the leading organizations.

**At a Glance:**A committed and highly focused hospitality Facility Supervising, Front Office Management, Health & Spa Management, Task Trainer & Store Management professional with 22 + years of accomplished career with a comprehensive knowledge and understanding of Hospitality, Housekeeping and Facility Management.

**Career Summary:**

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| --- | --- | --- | --- |
| **Organisation** | **Location** | **Role** | **Tenure** |
| Thumbay Hospital Dubai | Dubai, UAE | Manager - Housekeeping | Feb 2015 to Till now |
| Medanta The Medicity | Gurgaon, India | Senior Manager - Housekeeping | Jan 2012 to Jan 2015 |
| Updater Services | Delhi,India | Project Head – Delhi International Airport | May 2010 to Jan 2012 |
| Hotel Aman Resorts | Delhi, India | Housekeeping Executive | Sept 2008 to Oct 2009 |
| Hotel Svelte Personal Suites | Delhi, India | Housekeeping Executive | Sept 2007 to Aug 2008 |
| Hotel Burj Al Arab | Dubai,UAE | Housekeeping Supervisor | Oct 1999 to Aug2007 |
| Hotel Hyatt Regency | Delhi, India | Housekeeping Attendant | Oct 1994 to Act 1999 |

**Awards, Professional Certifications &Trainings:**

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| --- | --- |
| **Courses &Trainings** | **Institution/ Training Centre** |
| Business English | DynamicLearnig |
| Fundamentals of Management | Jumeriah International |
| Telecommunications | Jumeriah Beach Hotel |
| House Keeping & Office coordinator | Burj Al Arab |
| Upholstery & Soft Furnishing | Burj Al Arab |
| Task Trainer | Jumeirah International |
| Group Trainer | Jumeirah International |
| Skill Trainings | Arpal chemical, Taski and Nilfisk Heavy Duty |
| Drug awareness. | Dubai Police Narcotics Department |
| Participation & Training | Dubai Quality Award 2004, ISO 9001- 2000,ASQ, JCI,NABH |
| Participation & Training | First Aid Treatment for Adult and Children, Arabic speaking course |

**Summary of Qualifications**

* More than twenty two years’ experience.
* Strong ability to act as a role model in complying with organizational uniform code.
* Strong ability to work in pre – opening team and building take over from project stage.
* Exceptional knowledge and understanding of the use of color coding system.
* In-depth knowledge of safe practice in the use of manual and electric cleaning equipment.
* Profound knowledge and understanding of and the ability to fulfill cleaning tasks to the standards stipulated in the JCI/ASQ/ISO9001-2000 Cleaning Services Specification.
* Remarkable ability to follow procedure to highlight areas where cleaning standards have not been met.
* Ability to ensure standards for the disposal of household waste is met.
* Strong ability to ensure safe practice in handling, segregation and disposal of healthcare and general waste.
* Sound ability to identify work situations in which personal protective equipment is necessary.
* Strong knowledge of Health and Safety practices within the ward environment relating to self and others.
* A keen planner & strategist with track record of developing operational policies/norms, systems, Procedures & controls, motivational schemes & service standards.
* Expertise in handling HR functions entailing recruitment, training, compliances, grievance handling.
* Planning, strategizing and implementing abilities with demonstrated success in handling HR and IR issues as well as related administrative matters.
* Adept at handling day to day administrative activities in co-ordination with internal / external departments for smooth business operations.
* Significantly improved organizational effectiveness, business & image via customer and market focused strategy development.
* Committed to a visionary, hands-on, innovative, results oriented approach.
* Excellent interpersonal communication, team building & management skills with extensive experience in Facility Management & Administration and Hotel Operations.

**Professional Experience**

**Thumbay Hospital Dubai -** February 2015 - Present - Head of Department,Pre-Opening member, Responsible for the entire operations, budgeting, Linen Management, Training & development of housekeeping department in the hospital and its clinics.

* Actively participated to achieve JCI accreditation within two years of opening of hospital.
* Establish standards and procedures for work of housekeeping staff, and plan work schedules to ensure adequate service.
* Inspect and evaluate physical condition of establishment, and submit to management recommendations for painting, repairs, furnishings, relocation of equipment, and reallocation of space.
* Periodical inventory of supplies and equipment.
* Read trade journals to keep informed of new and improved cleaning methods, products, supplies, and equipment.
* Organize and direct departmental training programs, resolve personnel problems, hire new employees, and evaluate employees’ performance and working relationship.
* Maintain records and prepare periodic activity and personnel reports for review by management.
* Coordinate activities with those of other departments.
* Short listing & ordering equipment’s, machines, chemicals, Linen etc.
* Select and purchase new furnishings.
* Evaluate records to forecast department personnel requirements, and to prepare budget.
* In cases of emergency or staff shortage recovery action plans developing.
* **Managing Departmental Costs**
* Participates in the management of the department's controllable expenses to achieve or exceed budgeted goals.
* Understands the impact of department's operations on the overall property financial goals and objectives and manages to achieve or exceed budgeted goals.
* Comprehends budgets, operating statements and payroll progress reports as needed to assist in the financial management of department.
* **Ensuring Exceptional Customer Service**
* Responds to and handles guest problems and complaints.
* Strives to improve service performance.
* Empowers employees to provide excellent customer service.
* Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement.
* **Conducting Human Resources Activities**
* Participates as needed in the investigation of employee accidents.
* Supervises staffing levels to ensure that guest service, operational needs, and financial objectives are met.
* Ensures employees understand expectations and parameters.
* Ensures property policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard and Local Operating Procedures (SOPs and LSOPs) and support the Peer Review Process.
* Observes service behaviors of employees and provides feedback to individuals.
* Uses all available on the job training tools to train new room attendants and provide follow-up training as necessary.

**Medanta the Medicity Hospital - Gurgaon  
2012 - 2015**  
 **Senior Manager Housekeeping**

* Establish Service Level Agreement to control and deliver a good housekeeping service to the organization.
* Establish standards and procedures for work of housekeeping staff, and plan work schedules to ensure adequate service.
* Inspect and evaluate physical condition of establishment, and submit to management recommendations for painting, repairs, furnishings, relocation of equipment, and reallocation of space.
* Periodical inventory of supplies and equipment.
* Read trade journals to keep informed of new and improved cleaning methods, products, supplies, and equipment.
* Organize and direct departmental training programs, resolve personnel problems, hire new employees, and evaluate employees’ performance and working relationship.
* Maintain records and prepare periodic activity and personnel reports for review by management.
* Coordinate activities with those of other departments.
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* In cases of emergency or staff shortage recovery action plans developing.

**Project Head** [Updater Services Pvt. Ltd –in Indira Gandhi International Airport New Delhi]  
2010 – 2012

* Leading a team of five hundred plus colleagues.
* ASQ (Airport Service Quality) rating monitoring
* Works effectively with the Engineering department on passenger area maintenance needs.
* Supervises the property general cleaning schedule.
* Inventories stock to ensure adequate supplies.
* Assists in the supervision of daily Housekeeping shift operations and ensures compliance with all housekeeping policies, standards and procedures.
* Assists in the ordering of supplies, cleaning supplies and uniforms.
* Supports and supervises an effective inspection program for all lounges and public space.
* Establish and/or implement operating procedures and standards, SOP’s, checklists
* Communicates areas that need attention to staff and follows up to ensure understanding.
* Co-ordination between housekeeping crews to inspect assigned areas to ensure standards are met.
* Direct and control housekeeping operations, directs staff, establish and/or implement organizational and operational procedures, SOP’s, checklists, control expenses based on budgetary limitations.
* Ensures all employees have proper supplies, equipment and uniforms.
* Manage many priorities and demands and should be able to solve problems, support staff, as well as perform the duties of a housekeeper when required.
* Plan and coordinate the activities of housekeeping supervisors and their crew.
* Training new employees and continuation of learning for existing employees.
* Apply human resource management skills, such as hiring, training, scheduling and evaluating performance.
* Look after purchasing and inventory control, track maintenance, supervise quality control, and handle staff screening and hiring.
* Provide, foster, and educate staff on a safe work environment, including proper storage of chemicals and materials needed for cleaning.
* Short listing & ordering equipment’s, machines, chemicals, etc.
* Complete financial management tasks, such as setting and adhering to a budget
* Handle administrative tasks.
* Maintain a high level of customer satisfaction by ensuring the excellent service standards.
* Managing all sorts of Lab our related issues inclusive of Salaries and Compliances.
* Work with strict deadlines and maintaining the SLA (Service Level Agreement) and adhere with the SOPs (Standard Operation Procedures) within the framework of contractual obligations.
* Develop strong working relationships and a professional and ethical attitude with all employees associated with the business.
* Maximize profit generation without compromising with the quality of standards.
* Responsible for promotion and implementation of all the systems, procedures and policies.

Housekeeping Executive – Aman Resorts New Delhi - Sept 2008 to Oct 2009

* Responsible for the up keep of guest rooms and public area
* Ensure personalized services are given to high profile guest
* Training of housekeeping staff to obtain maximum utilization

Housekeeping Executive – Svelte Personal Suites New Delhi - Sept 2008 to Oct 2009

**Notable Accomplishments:**

* Feb 15 till Now Thumbay Hospital Dubai - JCI accreditation
* Feb 12 - Jan15. Medanta the Medicity

NABH, NABL and JCI Accreditation is received during this period.

* May 10 - Feb 12 Indira Gandhi International Airport.

I.G.I Airport reached on the 4th level in airport service quality survey under the capacity of 25 to 40 million passengers per annum.

* Oct”99 to July 2007 - hotelBurj Al Arab Dubai.

Joined in pre-opening of Burj al Arab. Burj al Arab succeeded as the best hotel in the Middle East during this period consequently the best luxurious hotel in the world

Actively participated for achieving the following awards, ISO 9001=2000, Dubai Quality award, the best Luxurious hotel in the world and the five star Diamond award for Burj Al Arab.

* Oct’94 to Oct’99 with Hotel Hyatt Regency as Housekeeping Attendant

Hyatt awarded as the best hotel in Delhi during the period 1997-1998

**ACADEMIC QUALIFICATIONS**

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| **Educational** | * Higher Secondary Certification from Kerala Board of Examinations- 1989 * Bachelor of Arts from Manav Bharati University, Solan, Himachal Pradesh -2012 |

**PERSONAL INFORMATION**

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| **Personal Details** | **PERSONAL DETAILS** |
| **Date Of Birth** | 15-March -1974 |
| **Gender** | Female |
| **Nationality** | Indian |
| **Marital Status** | Married |
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| **Languages Known** | English, Hindi, Malayalam, , Tamil |
| **Hobbies** | Yoga. |
| **Driving Licenses** | India |

I hereby declare that all the information furnished above is true, complete and correct to the best of my knowledge and belief