Narayan

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| **CAREER OBJECTIVES-**  A highly experienced EXECUTIVE HOUSEKEEPER, who can demonstrate exceptional attention to detail, speed and accuracy in anything he does. Overall has worked in the hospitality industry for 12 years, and from which I have learnt how to accurately anticipate guest as well as operational needs. I have all the skills that you are looking for in a candidate, and as a true all-rounder is able to work cohesively with colleagues as part of a team and required level of enthusiasm and energy needed to create a sense of urgency in important matters and possesses those rare positive leadership characteristics which can inspire junior staff. At this precise moment in time he would very much like to join a company like yours that has a reputation for exceptional service.    **WORK EXPERIENCE-**   |  | | --- | | * **AL WALEED PALACE HOTEL APARTMENTS, DUBAI (U.A.E) FROM – 6TH MAY 2014 TO TILL DATE.** * **POSITION- EXECUTIVE HOUSEKEEPER.( OUD METHA &AL BARSHA PROPERTY)** | | * **DOUBLE TREE BY DILTON BEACH RESORTS, ZANZIBAR ISLAND (TANZANIA) FROM-02TH SEPTEMBER 2013TO 30TH APRIL 2014.** * **POSITION-EXECUTIVE HOUSEKEEPR.** |      * **SPLENDID HOTEL APARTMENTS,DUBAI(U.A.E)FROM-AUGUST 2011 TO JULY 2013,**  |  | | --- | | * **POSITION-HOUSEKEEPING MANAGER.** | | * **IMPERIAL HOTEL APARTMENT, DUBAI (U.A.E) FROM-OCTOBER 2008 TO JULY 2011.** * **POSITION- HOUSEKEEPING INCHARGE.** | | * **MARRIOTT HOTEL, HYDERABAD (INDIA) FROM FEBRUARY 2007 TO JULY 2008.** * **POSITION HOUSEKEEPING SUPERVISIOR.** | | * **MINERVA GRAND HOTEL, HYDERABAD (INDIA) FROM AUGUST 2006 TO JANUARY2007.** * **POSITION- SENIOR FLOOR SUPERVISIOR.** | | * **TAJ DECCAN, HYDERABAD (INDIA) FROM FEBRUARY 2004 TO JUN 2006.** * **POSITION-HOUSEKEEPING SUPERVISIOR.** |   **EDUCATIONAL QUALIFICATION**-   |  |  |  | | --- | --- | --- | | **HOSPITALITY MANAGEMENT** | **INDIAN SCHOOL OF BUSINESS MANAGEMENT** | **2015 TO 2016** | | **BACHELOR OF COMMERCE** | **F.M UNIVERSITY** | **1999 TO 2002** | | **INTERMIDATE COMMERCE** | **F.M UNIVERSITY** | **1997 TO 1999** | | **MATRICULATION** | **BSCE- CUTTACK.** | **1996** |   COMPUTER SKILLS- MS OFFICE.  PMS KNOWLADGE- OPERA,INNFRONT,WINHMS,  **CURRENT SUMMARY OF RESPONSIBILITY.-**  **Taking overall responsibility for housekeeping and laundry operation. Responsible for recruiting and training, preparing yearly budgets and capital expenditure for housekeeping departments. Controlling monthly inventory linen and guest room’s accessories.**  **Preparing yearly vacation plan for the departments, preparing spring cleaning schedule for guestrooms and public area as well.**   * Managing, plan and control the day-to-day operation of the Housekeeping department along with Housekeepers, providing direction and leadership and to monitor efficient and optimum service standards. * Managing the quality of housekeeping services delivered to guests ensuring that they are professional and of a very high standard and keeping in line. Formulate and develop short to medium term changes with an aim to enhance guest services and contribute to maintaining and enhancing the image of the property. Conceptualizes a Guest Satisfaction Index within the housekeeping dept. to monitor the services. The quality of services is critical to the guest experience and the attention to detail is high to ensure there is minimum risk of inconsistencies or error. * Plan and schedule inspections of all housekeeping areas. Conduct inspections and service audits of all guest and public areas on a regular basis to ensure that the furnishings, facilities, and equipment are clean and in good repair and making recommendations for the upkeep of the same. * Managing and control budgets to and ensure recommendations are cost effective and with optimum utilization of manpower resources. Identify, develop, manage and operate new revenue stream (such as up selling of long term services, laundry, flowers, etc.) related to Housekeeping within the operations. * Network with other Heads of Department in order to facilitate increased levels of communication in order to increase guest satisfaction. Regularly liaise for specific and appropriate requirements and thereby providing the guests with the promised services beyond the confines of the department. Provide creative, flexible, and proactive approaches in the provision of services and atmosphere of the suites. * Conceptualize and develop training programmers and operating manuals for the housekeeping unit. Provide expertise and knowledge of the housekeeping services and products to staff and guests. Investigate and respond to guests complaints in a timely manner and keep Sr. Management informed. Provide recommendations for service recovery in the most efficient manner possible. * Managing a team and ensure that effective recruitment/manpower planning in conjunction with the HR Dept. ensuring minimal disruption to operations. Instill the philosophies of customer service, professional conduct and work ethic to all the staff. Responsible for the performance management of the team and ensure all PM Reviews are closed in a timely manner.   **DECLARATION-**  **I HERE BY DECLARE THAT THE ABOVE MENTIONED DETAILS ARE TRUE IN THE BEST OF MY KNOWLADGE AND BELIEF.I LOOK FORWARD TO GIVE ME AN OPPRTUNITY TO SERVE FOR YOUR COMPANY WITH SINCERE AND DEDICATION.** |