**CHANDRA**

[**CHANDRA.363835@2freemail.com**](mailto:CHANDRA.363835@2freemail.com)

**ASST.HOUSEKEEPINGMANAGER POFESSIONAL WITH OVER 13 YEARS OF EXPERIENCE**

Responsibilities of keep up the property as per Brand Standard. Monitoring on cleaning schedules, pantries, stairways and maintenance issues. Preparing P & L reports. Controlling the stock level as per monthly budget. Maintain the records of monthly inventories (Guest supplies, chemical, machinery, linen, OE). Communicating with other depts. for smooth operation.

Displayed skills in handling everyday cleaning demands and unique requests and ensuring optimal guest satisfaction by attending to guests and resolving complaints whenever necessary. Demonstrated leadership capabilities while paying attention to details.

**Core Competencies:**  Monitor Cleaning schedules, Quality Assurance, Communicate with FO and ENG. Equipment Monitoring, Monthly Inventories. Training & Development and Team Management,P/L reports, Month end reports as per budget. Assist Director of Housekeeping for yearly Budget.

# SIGNIFICANT HIGHLIGHTS

* Overlook the VIP in house and arrival rooms to anticipate the guest needs. Maintain guest feedback report.
* **Housekeeping** and exposure of looking Entire Rooms, corridors, back of the house. / Public area / Banquets.
* Monitoring and guiding the team leaders for achieve their goals as per PDP.
* Conducting monthly Housekeeping meetings.
* Update monthly payroll details to HR & department training records.
* **Provided training** and verified constantly cleaning equipment and ensured that machines are kept clean, properly maintained and in efficient operating condition.
* Monitor monthly inventories, stock level records. Liaison with FO, ENG, and PURCHASING for smooth operations.
* Maintain stock levels as per monthly budget.
* Overlook the monthly orders of guest supplies, chemicals, flowers.
* Command in Opera, and Iscala.
* Knowledge of laundry.

# CAREER PROGRESSION

**Asst.Housekeeping Manager** **Millennium Hotel Dubai** (*4 star hotel with 942 rooms*)**, Dubai Dec 2016 till Date**

**Asst. Housekeeping Manager** **Park Hyatt, Hyderabad** (*5 star hotel with 241 rooms, suites & Apts*)**, Apr 2013 to Dec 2016**

**Pre-opening Team leader** **Park Hyatt, Hyderabad (***5 star with 241 spacious rooms, suites & Apts)*

**Dec 2011 to Mar 2013**

**Team Leader** **J.W. Marriott Dubai** (5 star with 351 rooms & suites) (**Oct 2009 to Oct 2011)**

**Co-Ordinator** **Grand Hyatt Dubai** (*5 star hotel with 671 rooms & suites*), **(April 2008 to Oct 2009)**

**Housekeeping Assistant**  **Grand Hyatt Dubai** (*5 star hotel with 671 rooms & suites*), **(May 2006 to Mar 2008)**

**Housekeeping Assistant  Taj Deccan, Hyderabad** (*5 star hotel with 151 rooms & suites*), **(May 2004 to Mar 2006)**

# KEY RESPONSIBILITIES

**Housekeeping Operations Management:**

* Monitor the rooms and public area on a regular basis. Monitor the stock levels for daily operation.
* Planning schedule of glass cleaning, Co-ordinate with pest control teams. Liaison with Eng for Preventive Maintenance.

# Cleaning Standard Adherence:

* Maintain high levels of cleaning standards.
* Overlook the cleaning equipment maintenance.
* Monitor the cleaning schedules like deep cleaning, carpetshampooing,..

# Department and Team Supervision:

* Accountable for associates and TL’s performance and supervision of the department. Coordinate with the maintenance team for rooms and Machinery. Conduct communication meetings once in month and ensure employee performance effectively.
* Ensure to promote actively team work within the Housekeeping department and maintain strong interdepartmental relations. Plan, organize and train the team.

# Health and Hygiene

* Ensure to maintain top level cleanliness following set policies, standards and procedures. Lead staff relations effectively within Housekeeping department
* Perform Housekeeping activities according to health standards department. Execute Housekeeping functions as per complete compliance with MSDS guidelines and requirements

# Record Keeping:

* Keep record of guest supplies, chemicals, machine & flower inventories, Monitor the stock levels and ordering monthly orders to as per budget. Keep the records of Lost and Found as per UAE law.
* Maintain continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.

# Issue Management:

* Keep immediate supervisor promptly informed of all problems or usual matters of significance coming to attention so prompt courteous action can be taken if required
* Spot hazards or potential hazards and take measures to prevent accidents. Control and report unruly behavior and evicted individuals not adhering to behavior protocols

# Budget Control:

* Assist Director of Housekeeping for the departmental budget and goals program. Submit a monthly inventory summary report

# PERSONAL DETAILS

**Date of Birth:** 22nd June 1982

**Languages Known:** English, Hindi, Telugu and Tamil

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