**RESUME**

**Bikash**

**Bikash.372393@2freemail.com**

**Executive Housekeeper**

**Bringing expertise in managing daily cleaning and maintenance operations to deliver exceptional guest service and increase financial profitability.**

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| **Professional Highlights** Over 12 years’ extensive experience in housekeeping in India & Gulf.Highly skilled in planning, coordinating and directing all daily activities. Demonstrated ability to hire, train, supervise, coach and counsel housekeeping workers and team members.* Hands on experience in managing daily systems use and management, cost control and overall productivity.
* In depth knowledge of monitoring team members’ performances and working towards further development
* **In Depth knowledge of Ideas, Wish net, Opera, Fidelio, Prolific, Triton.**

**Professional Trainings*** **First Aid Jan 2008, 2011, 2015(Taj, Cocoon, IHG).**
* **Fire Safety &Housekeeping chemical Training JAN 2007, 2011, 2013(Taj, Cocoon, IHG).**
* **Managing Training & Development for business 1st January 2014.(IHG).**
* **Craft Training Certificate December 2013(IHG).**
* **Stay Real March 2014(IHG).**
* **Guest Arrival Report Training May 2015(IHG).**
* **Code of conduct-Anti bribery May 2015(IHG).**
* **Problem resolution January 2016(IHG).**
* **Suggestive selling January 201(IHG).**
* **IHG Club member check-in experience January 2016(IHG).**

 **Achievements** * **Got idea champ award in Taj Aurangabad 2007**
* **Got Promoted from Senior Housekeeping supervisor to Asst -Executive Housekeeper within 1 year because of exceptional performance.**
* **Got employee of Month award September 2014.**
* **Got Appreciation letter from Executive Housekeeper Holiday Inn Izdihar Riyadh.**
* Revamped the housekeeping inventory system, making the process 50% more efficient than before
* Implemented a series of training programs for existing housekeeping staff, which increased their ability to meet organizational standards of housekeeping.
* Trained new housekeeping, Supervisor, Executive, staff For Opening of New property Holiday Inn Medan.
* Reduced the cost of acquiring housekeeping supplies by 68% by bringing on board an inexpensive but quality conscious supplier.
* Attained Executive Housekeeper of the Year Award for consistently providing exceptional service, which also brought shining reviews of the hotel.
* **Professional Experience**
* **Working as Executive Housekeeper at Chelsea Plaza Hotel** **(A unit property of Crimson Hotels Group)** From Jan 2017 To 18/08/17
* Crimson Hotels Group is a fast growing, independently owned company founded in 1995, we currently own and manage 12 Hotels with over 2,670 bedrooms located in the United Kingdom, Portugal and Dubai which range from limited service to luxury properties.

**Job Responsibilities:*** Handling Chelsea plaza Hotel, Chairman Villa, Chelsea Group Accommodation (All three properties) Handling operations relating to property maintenance and Housekeeping. Overlooking performance of more than 40 staff, including Supervisors and Floor Supervisors

**General responsibilities** * Planning, organizing and directing team members to ensure the highest degree of guest satisfaction,
* Overlooking and managing the daily activities of the Housekeeping departments of both properties
* All Standards are being maintained in accord to DTCM (Dubai Department of Tourism and Commerce Marketing,
* Attends management meetings and daily briefings as required.
* Ensure two way communications in the department. Ensures that appropriate standards of conduct like dress, hygiene, uniform and appearance are maintained by the colleagues in the housekeeping department.
* Monitors guest feedback through comments cards to identify shortfalls and remedy service issues.
* Improving standards and maintaining them accordingly.
* Handling S.O.P (Standard Operating Procedures).
* Overlooking purchase, re-order and maintain housekeeping supplies and inventory.
* Uphold the highest standards of cleanliness, safety, and conduct.
* Knowledge of safety standards within Housekeeping department.
* Ensures the proper maintenance of all equipment; makes arrangements for repair and/or replacement of used and damaged equipment.
* Keeps updated with the new products in the market.

**HR responsibilities*** Provide performance evaluations regarding colleague probation periods, annual performance reviews, promotion or transfer consideration and salary reviews.
* Regularly solicits feedback from supervisors on colleague performance as well as making personal observations.
* Establishes comprehensive training programs for the department.
* Evaluates departmental training sessions.
* Personally conducts training for all housekeeping colleagues.
* Approves all colleague addition or replacement, manages annual leaves
* Attends all hotel trainings as required
* Adheres to all HR policies and procedures.
* Continually strives to improve self-knowledge.

**Financial responsibilities** * Implements strategies aimed at cost minimization, productivity maximization with reduction at quality standards.
* Assist the laundry in charge in the formation of budget plans.
* Maintain the housekeeping budget.
* Maintain the housekeeping budget, providing billing summaries and expenses for all pre and post events.
* Actively participates in energy saving and recycling initiatives like:
* Environmental awareness, education, and training for employees and guests
* Waste reduction.
* Energy conservation.
* Water conservation.
* Sustainable Purchasing policy
* Chemical use.
* Commitment to continuous improvement.
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| **Holiday Inn - Izdihar Riyadh (IHG) Ksa** |  |   **Jan2012 to Sep 2016** |

 **Asst- Executive Housekeeper**

The **Holiday Inn - Izdihar** Riyadh is an elegant hotel offering deluxe accommodation of 289 guestrooms & 70 villas known as Izdihar compound. It is a perfect family friendly Hotel with 02 outdoor swimming pool, 02 gymnasium, 02 spa, 01 football court,02 badminton court, convention Centre which can accommodate more than 2000 peoples,08 meeting rooms,04 restaurant and a beautifully landscaped garden.

**Cocoon Service Hotel Pune INDIA** **Jun 2010 - Aug 2011**

**Asst Executive Housekeeper (Pre-opening)**

* **Reporting to General Manager**
* The **Cocoon Service Hotel Pune INDIA** is the first all-suite hotel build inside integrated township spread in 400 acres known as Magarpatta city pune with High service standards with great value statement.
* **Taj Vivanta Aurangabad,**

**(A unit property of Taj Groups of Hotels & Resorts)** **April’2007 – May 2010**

* **Senior Housekeeping Supervisor**
* This palace-styled hotel set amidst five acres of landscaped gardens offers spacious comfort and rich warm, hospitable service. Conveniently located, **Vivanta by Taj.**
* **The Sayaji Hotel Indore INDIA**  **August’2005- Feb’2007**
* **Housekeeping Supervisor**
* **Internship**
* **Highlights**
* Work as a Housekeeping Team Member and in-charge of one section.
* Got job training after completing 06month industrial training.
* **Education**

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 | * **3 Year Diploma in Hospitality Management, NBSHM (AAID University) Siliguri Darjeeling India (2002-2005)**
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 | * **ESTD 1999**
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| * **Completed Schooling from Saint Alphonsus school kurseong Darjeeling (2000 -2002)**
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* **CTC : As per Company Policy**