**SANDIP**

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**OBJECTIVE :**I would like to use my diverse skills, knowledge and efforts to add value and grow with a dynamic organization.

**Summary :HotelManagement** graduate with **6years**plus experience in **MarriottInternationaland JA The Hotels and Resorts in luxuryhotelasa Housekeepingsupervisor**. Excellent in Administration and Smooth operation of the department. Well knowledgeable about Housekeeping operations and Management, Team building and people managements, Hiring, Motivating, Training and development.

**Work Experience :Housekeepingsupervisor/Administrators– July 2019- July 2020**

**348 Rooms**

* Assisting Executives Housekeeper and Housekeeping Manager for settingup the housekeeping standardand policies.
* Appraise appearance, discipline and efficiency of all staff under direct supervision and initiate immediate remedial action if necessary, assisting for rooms and public area snagging,setting the full setup in the room.
* Responsible for Associate training program, Assisting to manager for hiring, motivating discipline for team.
* Coordinating with Engineering for room maintenance, also coordinating with Front Office for Room blocking for guest Arrival.
* Handling guest complain, taking feedback about stay and cleanliness of the rooms.
* Taking care overall operation of the department for smooth operation of the department.
* Assists in monitoring Housekeeping procedures including lost and found, key control, security and emergency procedures, health and safety for employees and guests
* Monitoring Associate performance, maintaining high standard of cleaning in guest rooms and public area.
* Coordinate with Guest Relations team for special guest requests set up and requirement

**HousekeepingSupervisor: Cleanco Facility servicesFeb 2019– July 20019**

**Al Ain Hospital / location Inchaarge**

* Establish and maintain Housekeeping schedule and assign employees to areas for various Housekeeping duties, Ensure that assigned areas are appropriately staffed and that employees have adequate supplies and equipment.
* Responsible for Administration job rolePreparing Attendance sheet,Time sheet, Training calendar, Duty Roster, of the department, Train the new staff, Monitoring the performance of staff, Assisting to the Manager for day to day operation.
* Conduct comprehensive inspection to check the completion of work assignments.
* Monitor records & submit report, concerning personnel, equipment, supplies, expenses and general housekeeping activities.
* Monitor and ensure the training of new personnel. Inventories & order supplies and equipment necessary for the day to day operation.
* Taking necessary action to correct any mechanical,structural,or electronical condition in need of repair or replacement. Supervise Hk service including cleaning, mopping, scrubbing, buffing, sanitizing, in stairway Hallways, offices, public areas etc.
* Making store requisition and purchasing cleaning supplies and equipment for Housekeeping department , Conducting weekly meeting for staff.

**Housekeepingsupervisor/ AdministratorAug2017-Dec 2018. Marriott International- Aloft Hotel Al Ain- UAE -(175 Rooms)**

* Part of professional housekeeping team and leader of housekeeping team responsible for all admin work for department.
* Coordinate with front office and operator guest room status and guest complaint.
* Associate appraisals&promotions, associate issues. Training, motivation, discipline to staff
* Monitoring the par stock of linen and amenities, supplies, vendor management.
* Fully knowledge about handling all housekeeping machinery.
* Team management, Associate issues, day to day planning for department.
* Responsible for daily briefings and monthly meetings, assisting to manager for smooth function of department.
* Reporting Discrepancies report to duty inchaarge, room controller,FO, HK Manager.
* Responsible for the Associate training program, to guide my department in providing highest level of comfort and hospitality to guest.
* Responsible for store management and ordering the housekeeping supplies and amenities
* Handling the guest compliant and staff issue, hosting a daily briefings and monthly meeting
* Preparing a training schedule and explaining them by orally as well demonstration.
* Responsible for all kind of Adminstration work like as Duty Roaster preparation, Registering Lost and found items, Reporting maintenance through system, updating guest complaint in GXP.

**HousekeepingshiftLeader Nov 2014- July 2017**

**JWMarriottMarquisDubai**. (**1608 Rooms)**- **WorldTallestHotel–**

Part of a housekeeping team of 340 associates and am responsible for supervising 20 associates.

* Prepare the room allocation for associate, collect the copy of room attendant room allocation and floor section report OOO/OOS , VIP list.
* Train new joiners in housekeeping department as per hotel rules and regulations, explain them cleaning procedures and SOP
* Inspecting guest rooms, Housekeeping pantry, issue cleaning equipment and supplies to associate for the respective duties.
* Inspecting corridors, back of house areas, supplies linen pantry well organised.
* Reporting guest room defects as well as back area defects into guest ware.
* Coordinate with room controller and coordinator, providing information to them.
* Coordinate with Engineering Dept. for OOS rooms which is block for PPM
* Handovers all relevant information to the HK coordinator
* Collect the DND, late service, Refused service rooms and Handovers to PM shift

**HousekeepingAssociate Dec 2013-Oct 2014JW Marriott Marquis Dubai (1608 Rooms ) - World Tallest Hotel** Was a pre-opening team of JW Marriott Marquis Dubai (Tower B, 804 Rooms)

* Train new joiners in housekeeping department as per hotel rules and policy. Explain them housekeeping cleaning procedure.that arrivals rooms are made on time, communicate with room controller and coordinator.
* Follow up with the guest to ensure their request have been met to their satisfaction.
* Changing guest rooms status through the telephone and communicate with appropriate staff. Maintaining a loyalty betweencustomers andcompany by providing standard service .
* Responsible for cleaning of guest room and taking care of their need and requirements.

**Accomplishments** 1-Successfully Achieve No1 Rank in Al Ain Region on Trip Advisor( 2018-2019) 2- Achieve great high note from director of room services. Moved the Associate Engagement Survey to 79% in 2016 vs 40% in 2015.Consistently achieved highest guestroom cleanliness scores in Guest Satisfaction Survey in MEA . Moved Room cleanliness score in Guest Voice to 80% and standing on the first position in region. Successfully completed 5 years long service at Marriott International.

**SKILL**

* Excellent knowledge in **JCIA**, **SEHA**, **HSE**,**OSHA** and Healthcare Facility of **ADHA**.
* Team leadership ,Team Management, strong interpersonal skills, TimeManagement.
* Administration, Excellent communication, ComputerMS office,Creative& Motivative.
* Customer service, Guest/ Client complain handling in a proper way,Housekeeping and laundry

**STRENGTH**

* Ableto work in challenging role and orgnisation, positive Attitude towards work.
* Hardworking, Honest, Helpful, and very dedicated towards to work.
* Able to work long time when needed for orgnisation, Able to work in Flexible shift.

**PROFESSIONAL QUALIFICATION**

1. **year Bachelor degree in Hotel Management. (BSC.HS)** University of Mumbai 2010-2013

**CERTIFICATION–MSCIT**(ComputerDiploma )

* Good Knowledge of departmental budgeting and ‘profit and loss management’
* Expert in preparing duty roaster by using Excel sheets. Expert in computer operator.
* Good knowledge of opera system and preparing Associate task sheet.
* Fully knowledge about Micros opera, HOTSOS, REX system

**INTEREST. I**like to work with my team to achieve a common goal of my department and orgnisation and want to be a no 1 in region.