



201 Creado Apartments,
Juhu Church Raod,
Juhu, Mumbai- 400049 India
P : +91 8898080904
E : hr6@falconmsl.com
W : www.falconjobs.net

FALCON ID # 37231

Hospitality / House Keeping

Residential Country : India Nationality : India
Resume Title : Housekeeping Team Leader Notice Period : 1 Days

EDUCATION

Qualification	Institute / College /University	Year	Country
B.sc	Pune University	2007	India

CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Pool Attendant	Reputed Company	India	08/2014	/
Housekeeping Team Leader	Holiday Inn	India	05/2010	09/2012
Room Attendant	Citrus Hotel	India	06/2009	11/2009

ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
--------------------	-------------	------------	----------------------

Current Salary (Monthly In Usd): Not Mention Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

Education

Start: -2004
End :-2007

Start :-2007
End :-2008

Start :-2002
End :-2000

Start :-2000
End :-1999

Experience

Name of the college:-Dr D Y Patil college Akurdi Pune
Location:-Pune
University:- Pune University
Courses Learned: -Bachelor of Science (Chemistry)

Name of the college:-Frankfinn Institute of aviation and Hospitality
Location:-Pune
University:- Pune
Courses Learned:-Diploma in aviation and Hospitality

Name of the college:-M.G.H.S
Location:-Pune
University:- Pune
Courses Learned:-H.S.C

Name of the college:-M.G.H.S
Location:-Pune
University:- Pune
Courses Learned:-S.S.C

? Career Summary:-
Total 3.6 years of Experience in hospitality industry

Additional Information :

- ? Supervise the implementation of housekeeping standards and procedures in relation to:
 - o Bedroom service
 - o Bathroom service
 - o Valet service
 - o Guest Room Cleaning service
 - o Linen maintenance/ Inventory
 - o Room maintenance
 - o Public area cleaning i.e. lobby & b outlets, banquet, meeting rooms, executive offices car parking,
 - Guest lifts, floor corridor.
 - o Back of the house cleaning i.e. staff lockers, back offices, basement, staff parking, and staircase.
 - Staff lifts.
- ? Recommended changes to these standards and training needs on an ongoing basis.
- ? Maintain a current and thorough knowledge of all housekeeping systems.
- ? Open and close the shift and ensure effective shift hand over.
- ? Distribution and collection of keys.
- ? Management of all incoming and outgoing calls.
- ? Solve employee grievances.
- ? Perform Room allocations.
- ? Perform Room inspections.
- ? Prioritize arrival rooms.
- ? Liaise with Front Office for guest and hotel requirements.
- ? Ensure guest valet is processed and delivered in a timely manner.
- ? Co-ordinate special projects (e.g. site rooms, vermin control, window and carpet cleaning, room inventories).
- ? Manage all special requests made by guests.
- ? Ensure consistency within the department.
- ? Management of lost property for the hotel.
- ? Maintain lost and found items records.
- ? Ensure you have complete knowledge of room types, layouts and facilities.
- ? Manage storage areas.
- ? Maintain adequate stock levels of all housekeeping and guest supplies.
- ? Complete stock takes as required.
- ? Maintain stock levels.
- ? Conducts shift briefings to ensure hotel activities and operational requirements are known.
- ? Works with Superior and Human Resources on manpower planning and management needs.
- ? Works with superior in the preparation and management of the Department's budget.
- ? To carry out any other duties as and when directed by the superiors.