Name : **Anoop kumar .**

Date of Birth : 1th june, 1993

Contact no. 917080289290

E-mail id : kanoop463@gmail.com

**Seeking a challenging and rewarding working environment which fully utilizes my education and my skills**

**Assets**

* Good in Communication and well versed working within team and excellent customer service skills
* Forthcoming in accepting responsibility for any given activity which can be immensely important for the Organization.
* Good grasping, logical and analytical abilities
* Have a good grasping power, can learn things very easily. Adjust to any kind of situation & act accordingly
* Goal-oriented
* Commercial awareness

**Work Experience:**

**March 2017 till date– supervisor**

**Silver sea cruises Job Profile**:

* Follow the company standards regarding dress and appearance
* Extend appropriate greeting toallguests at every opportunity
* Introduce assigned service team
* Report and follow up on all maintenance issues
* Respond to all guest request
* Advise immediately any Guest challenges to Housekeeping Management
* Ensure balconies and furniture are kept clean
* Ensure daily inspection off all guest mattresses, request replacement where necessary. Adhere to mattress turning guidelines.
* Ensure hallway and Stateroom carpet is maintained in good order
* Ensure that all equipment is properly stored
* Ensure that all in Stateroom beverage services are followed
* Ensure that food service chinaware is removed from the staterooms in a prompt manner and returned to the designated area (in no circumstances it should be stored on the carpet)
* Administer beach towels & bathrobes program. Be responsible to promote sales.
* Ensure timely liquor, tour ticket and other Stateroom deliveries
* Follow U.S.P.H procedures as directed in the Vessel Sanitation Manual
* Adhere to all safety and operational instructions when handling chemicals
* Greeting the guests on arrival and departure

**Work Experience:**

**August 2015 to 2017– Team Coordinator**

**Media rotana group of hotel, Dubai**

**Job Profile**:

* Monitor and maintain the environments.
* Deliver a quality service.
* Evaluate practice and use new knowledge to continually improve practice.
* Relate to and interact with service users and other people in a manner that maintains their self esteem and a positive self image.
* Maintain healthy and safe practices in the Home.
* Participate in training and attend meetings.
* Represent the Home positively at all times when dealing with enquiries and receiving visitors.
* Work to the Company’s Policies and Procedures at all times.
* Undertake other duties that may be required in line with this level of post.

**Training at “park plaza hotel ” Delhi, form January, 2014 to June, 2014.**

Six months of industrial training in **all the department department** i.e. Front office,Housekeeping,f&b service and foof froduction.

**Educational Qualification:**

**BHMCT** : IIMT group of college meerut

**12th** : Rani revti devi school allahabad

**10th** : Bal bharti school allahabad

**Extra-Curricular Activities:**

knowledege of opera, ms word , power point,ms excel and micros .

**Personal details:**

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| **Date of birth** | : 1st july, 1993 |
| **Nationality** | : Indian |
| **Religion** | : Hindu |
| **Marital Status** | : singal |
| **Languages known** | : English, Hindi |
| **Height** | : 167 c.m. |
| **Weight** | : 70K.g. |
| **Hobbies** | : surfing net |

**DECLARATION:** I hereby declare that the above information is correct to the best of my knowledge

**(Anoop kumar)**