***Rakesh Kumar***



## Permanent Address - Village – Narajiyena, Post office Galore,

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In search of a suitable position that would utilize my experience and passion in the Hotels & Tourism and Hospitality industry, to set new industry benchmark in everything I endeavor and commitment.

## Area of Expertise

* Hotel Housekeeping Operation.
* Hotel housekeeping Management.
* Hotel housekeeping Pre–opening
* Budget.
* Training.
* Recruitment and Appraisal.
* Hotel Classification
* Departmental Inventories.
* Guest complaints handling
* Promoting, Up-Selling and Suggestive selling the Products
* Telephone Handling Techniques
* Basic Food & Hygiene
* First Aid training

PROFESSIONAL SKILLS

* Excellent knowledge in MS Ofice and Other Computer formats.
* Excellent Knowledge in Micros.
* Excellent knowledge in opera.
* Coaching,
* Organizing,
* Employee Relations,
* Strategic Planning,
* Training,
* Innovation,
* Luxury Hotels,
* Budgets,
* Inventory Management,
* Pre-opening,
* Quality Assurance,
* Planning, Customer Relations,
* Financial Planning,
* Contract Negotiations,
* Hotel Management,
* Project Planning,
* Operations Management,
* Risk Management,
* Guest Service Management,
* Laundry,
* Cost Management,
* Leadership Development,

# Qualiftcation:

* Diploma in Hotel Housekeeping from HHITC, Himachal Pradesh.
* Higher secondary school leaving certificate from Himachal Board of Education.
* Secondary school certificate from Himachal Board of Education.
* Excel word and PowerPoint courses, PageMaker, collections, outlook.
* Have sound knowledge of Opera and IDS.

# Work Experience:

Hotel crystal Palace DOHA QATAR(76 Rooms and Suite) Feb 18th 2016 to Till present

Working as Exe housekeeper

This property has 76 rooms 14 suit rooms rest of superior and deluxe rooms.

This Hotel has one restaurant, cofee shop, meeting rooms

,Board room, Banquet,

and zym.In this property I handle the 35 employees and direct report to G.M.

## Responsibilities & Duties:-

* Responsible for zero defect Product I.e.-Rooms



## Handling more than 35 Housekeeping persons.

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Responsible for Lost & found items. Responsible for making roaster for all the staf.

Follow up the daily duties as directed by the Management. Responsible for handling of Executive foors with Suit rooms.

* Checking of all Public area
* Assigning the day to day allocation and task Checking on VIP rooms

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Monitoring, Training and coaching PA supervisors Appraisals for the team Members and Supervisors

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# Golden Tulip Udaipur (87 Rooms and Suite)

April 01st 2014 to Feb 01 2016

## Worked as Deputy Housekeeper

This property has 85 rooms 3 suit rooms rest of executive and club rooms.This Hotel has one resrauranr,cofee shop,bar,meeting rooms ,Board room, Banquet,one roof top restaurant, swimming pool,and zym and spa.I n this property i handel the thirty employees and direct report to G.M.

## Responsibilities & Duties:-



* Responsible for zero defect Product I.e.-Rooms

## Handling more than 30 Housekeeping persons.

Responsible for Lost & found items. Responsible for making Roster for all the staf.

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* Follow up the daily duties as directed by the Management.
* Responsible for handling of Executive foors with Executive lounge.
* Responsible for Public Area Maintaining.
* Responsible for training of new staf.
* Manage the daily operation of the Housekeeping department
* Planning, organizing and directing team members to ensure the highest degree of guest satisfaction.
* Daily supervision of the housekeeping stafs including the day, event and post-event crews.
* Purchase order and re-order maintaining for housekeeping supplies
* Month end inventory
* Maintaining the housekeeping budget, providing billing summaries and expenses for all pre and post events.
* SOP’s of the hotel and training on the same to all Levels
* Negotiations on Outsource Parties for contract.
* Following closely and monitoring on P&L

# Hotel Sunshine Inn, Ooty (70 Rooms and 6 Suites)

October 19th 2013 – March 30th 2014

## Worked as Assistant Executive Housekeeper

This **p**roperty has 70 rooms, 6 suit rooms & rest of executive rooms, one bar Restaurant, one open restaurant, one board room’s, one meeting room. In this property I handle the 30 employees and report to General Manager.

## Responsibilities & Duties:-



* **Handling more than 30 Housekeeping persons.**.
* Responsible for minibar completely.
* Handling Desk Operation.
* Responsible for fower arrangement in the hotel.
* Knowledge to operating the following machines:-Single Disc Scrubbing machine, Bufing Machine, Wet & dry Machine,

Dryer and scrubber, Manual Sweeper, Shampooing (taski machine), Jet spray and water blaster, Vacuum Cleaner.

## Hotel Hilton Raisal khaima Resort & spa (475 rooms

**October 2,2010 to September 1st 2012 Worked as foor supervisor.**

**This property has 475 rooms.In this property I handle 15 employee and report to housekeeper.**

**Responsibilities & Duties:-**

* Ensure all the rooms are defect free and according to hotel standard.
* Solving queries of the customers.
* Handling the 70 Guest room in a foor.
* Handle the Guest Supplies Store

# Hotel Inder Residency, Udaipur

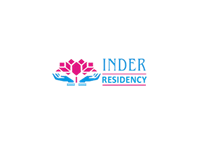
**(144 Rooms, 1 Presidential Suite & 4 Suites)**

Oct 19, 2012 to March 30, 2013

## Worked as a House Keeping Executive.

This is 144 rooms property. This hotel has 2 board rooms, 2 restaurants, 1 Banquet which has 2000 people capacity. In this property I handle the 40 employees and give the traning to staf and report to the House Keeper.

## Responsibilities & Duties:-



* Ensure all the rooms are defect free and according to hotel standard.
* Taking calls at the reception.
* Solving queries of the customers.
* Handling the 50 Guest room in a foor.
* Handle the Minibar Inventory.
* Handle the Guest Supplies Store

**St Laurn, Ahmadabad (pre opening)** June 09th 2009 to September 10th 2010 **Worked as a Housekeeping Supervisor.**

This is a 131 rooms property have 3 suites, 30 premium rooms, rest executive & deluxe rooms**.** The hotel has a cofee shop**,** a fine dining restaurant, 3 banquets & 3 conference rooms.In this property handle the public area and 30 rooms and handle the 35 employees.

## Responsibilities & Duties:-



* Ensure all the room is defect free and according to hotel standard.
* Handling the 30 guest room on foor.
* Responsible for lost and found.
* Responsible for minibar inventory.
* Responsible for guest supplies
* Maintain the guest corridors and service pantries.
* Manage the daily operation of the Housekeeping department.
* Supervision and checking the cleanliness of the assigned Floors
* Control of all keys of the assigned Floor.
* Preparing inventories for foor furniture and keeping records for their maintenance.
* Indenting cleaning agents and equipment’s and ensure their proper use and keeping necessary records.
* Supervision for quality maintenance
* Taking daily briefing for the Team
* Reporting to Deputy HK for day to day progress
* Maintaining the Floor Pantry par stock

## Major Achievement:

* I am the part of **pre opening** team of St Laurn Hotel.

# Country Inn & suites, Ahemdabad (Carlson hotel).

March 09th 2009 to June 10th 2009

## Worked as a Trainee Housekeeping Supervisor.

**Responsibilities & Duties:-**

* Ensure all the room is defect free and according to hotel standard.
* Handling the 20 guest room in foor.
* Responsible for lost and found.
* Responsible for public area.
* Responsible for guest supplies.
* Maintain the guest corridors and service pantries.

# Radisson Plaza Resort & Spa Udaipur (Carlson hotel).(Pre opening)

July 2008 to February 2010

## Worked as a G.S.A.

This is a 232 room hotel with 61 Plaza rooms, 3 banquet halls, 5 party lawns, a cofee shop, a Plaza Lounge & a specialty restaurant.

## Responsibilities & Duties:-



* Cleaning of 17 rooms in a day.
* Turn down of 64 rooms at eveing.
* Night shift scrubbing & cleaning etc.

**Hotel Vishnu Priya** Udaipur**.** February 2006 to July 2008 **Worked as a H.K. Supervisor.**

This is a 51 room’s property with no suite, cofee shop & banquet.

## Responsibilities & Duties:-



* Briefing & D briefing of the staf.
* Checking of 51 rooms per day,
* Taking day to day work with & within the hotel people.
* Carry out day to day routine maintenance work.

**Hotel Vishnu Priya, Udaipur.** September 2005 to January 2006 **Worked as an Industrial Trainee.**

## Major Achievement:

* I am the part of pre opening team of St Laurn Hotel.
* Best employee of the month in hotel St. Laurn Month of March, 2010.
* Apprised during the Indian & Sri lanka Cricket team 16th November to 22nd November2010.
* Best employee of the month in Hotel Inder Residency in 2012.

## Behavioral Attributes:

* Departmental Trainer.
* Knowledge of Standard Operating Procedure.
* Knowledge of public area and rooms in detail.
* Ability to a clear thinker analyses and resolves problem exercising good judgment.
* People handling skills.
* Knowledge of linen and uniforms.
* Knowledge of store.

## REFERENCE

**Dilip Sharma - + 91979660405301**

**Gurmeet Singh - +919829039949**

**Hobby / Leisure:**

Swimming, Travelling, Singing, Dancing etc.

## Personal Details:

Date of Birth: - 14/07/1985 Marital Status: - Married Nationality: - Indian Gender: - Male

Language Proficiency: - English, Hindi, Punjabi.

## Passport Details

PASSPORT NO R5437571

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