**RESUME**



Saurabh Maurya

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Date of Birth – 04/07/1992

Marital Status : Single

Nationality: Indian

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Work Objective

I am seeking with an innovative organization that will provide me an opportunity to expand my skills through hard work and grow professionally.

Professional Qualification

* BSC in Hotel Management 3 Year degree from AIHM Agra.

Academic Record

* BSC HMCT(2012) from A-IHM AGRA.
* Intermediate (2009) from HRD Inter Collage Biswan Sitapur.
* Matriculation (2006) from HRD Inter Collage Biswan sitapur.

Industrial Experience

* Currently Working as a Housekeeping executive at Ramee Grand hotel & Spa since January 2019 to till date.
* Worked with SAYAJI Hotels Pune as a Housekeeping Supervisor since July 2018 to December 2018.
* Worked with Vijan Mahal as a Housekeeping Supervisor from Dec 2017 to June 2018.
* Worked with Taj Falaknuma Palce as a Housekeeping Associate, also as a minibar handler since Oct 2012 to Nov 2017.
* Worked with SHIV VILAS PALCE Jaipur as a Housekeeping Associate from April 2012 to Oct 2012.

**AREAS OF EXPERIENCE MANAGERIAL**

* Managing Housekeeping Department Operations (Floors, Linen Room, Laundry, Uniform Room, Flower Room and Public Space, Horticulture and Pest Controlling).
* Creating a work environment that is high in employee morale and provides constant learning & development and use the feedback from ESS to draw an action plan.
* The ability to anticipate customer needs, change goals and direction quickly and multitask.
* Developing systems and procedures that achieve higher cost efficiency and guest satisfaction.
* Ability to maintain a budget.
* Proven excellence in customer service.
* Capable of using independent judgment/solid decision making skills ability.
* Proven comfort and experience to interact effectively with all levels of management, guests, associates, and clientele, both inside and outside of the organization.
* Managing Inventory of Stores & Distribution Control & Cost.
* Conducting Trainings for the Associates.
* Leading a team with high service standards and developing a team spirit.

**AREAS OF EXPERIENCE OPERATIONAL**

* Supervising and directing the daily activities of all Housekeeping staff and are responsible for the efficient and smooth operation of the department.
* Lay down service standards regarding cleanliness, amenities and maintenance in rooms and public areas and ensure adherence to these.
* Efficiently managing the inventory of supplies, linen and equipment’s.
* Monitoring and controlling the consumption of guest and cleaning supplies, devise methods for optimal usage of cleaning supplies.
* Ensuring through regular monitoring of constant guest feedback, prompt, efficient and accurate service to all guests.
* Planning and implementing preventive maintenance and cleaning schedules for rooms and public areas.
* Monitoring productivity standards and Schedule staff in order to optimize manpower.
* Reviewing the monthly business/occupancy reports and developing a work plan.
* Ensure that all the operational standard procedures/guidelines set for all the processes/activities/situations are followed (Key Control, Lost & Found etc.).
* Co-ordinating with the Front Office on releasing of rooms and special guest requests.
* Co-ordinating with the Maintenance Team in the area of repair & maintenance, refurbishment, renovation etc.
* Developed departmental trainers in association with the training department & oversee all the training activities within the department.
* Addressing any grievance and counselling issues among the department staff.
* Stay informed about of industry innovations in cleaning techniques, preventive maintenance and cleaning product technology.
* Identify key communities, plan various initiatives and co-ordinate the support activities.

**Technical Skill**

* AMADEUS, OPERA & ORION handling.
* Basic knowledge of computer (MS OFFICE).
* Basic operational knowledge of housekeeping equipment’s**.**

Key Strengths

* I keep myself calm and focus on multi-tasking while being patient during under pressure.
* I believe in team work. Even in any tough situation.
* I am constantly keeping a tab of assigned work to my team, finishing the assigned job before deadlines.
* Ready to accept challenges.
* Flexible with work.
* Effective communication & inter-personal skills.
* Decision making ability.
* Ability to balance personnel & professional life.
* Willing to change and perform under pressure.

Achievements

* Certificated from the **General Manager** of **Taj Falaknuma Palace** for Employee of the month.
* Recognized for the guest appreciation.
* Acquainted with several training session relating to guest handling, linen handling, cost controlling etc.

Hereby declare that the above information’s furnished is true to the best of my knowledge.

Date: - ( Saurabh Maurya )