

GAURAV DUBEY  
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### CAREER OBJECTIVE:

‘To handle each and every job in an effective and efficient manner. I aspire for a career to place myself in a learning-oriented atmosphere for developing my technical and interpersonal skills. To achieve a responsible and challenging position in the organization that will allow me to explore my capabilities, skills and dedication towards my duty.’

### EXPERIENCE

Currently working at The Mantra One By Blues Hotel Ahmedabad As Housekeeping Manager from 1st april 2022 to till Date.

■ Work With Binori Hotel Ahmedabad Gujarat as Asst. Manager Housekeeping from 1<sup>st</sup> June 2021 to March 2022.

- Interviewing & hiring new permanent and contractual staff.
- Maintaining the Standard Operating Procedures and cross checking that the same is followed within the staff at all levels.
- Maintaining technical competence through Resource management (Planning and prioritizing resource utilization and progress monitoring).
- Maintaining a consistent standard of whiteness for the guest linen in all areas of the hotel.
- Working strictly on cost control aspects by using available resources and providing highest possible customer satisfaction.
- Analyzing Guest Comments, planning and designing strategy according to the requirement and areas which need immediate attention.
- Monitoring various activities pertaining to cleaning Rooms & Public Area, Glass Cleaning and Laundry.

- Coordinating with the Purchase Department & Suppliers of housekeeping cleaning agents, guest supplies & equipments and maintaining the housekeeping stores. ■ Implementing housekeeping policies and standardizing systems/ processes, ensuring smooth and efficient operations.
- Supervising administration related activities including infrastructure management, facilities planning, telecommunications and utilization of resources.
- Generating monthly report on guest consumption, cleaning supplies needed & flower requirements.
- Adroit in interacting with customers to create special experiences for every guest to enhance the guest scores for the unit.
- Mentoring and facilitating team members to enhance employee satisfaction. ■ Ensuring procurement & maintenance of stationary, furniture & consumables. Following up the manpower, daily/ weekly works & cleaning materials Purchases.

- Worked with The Fern Hotel Ahmedabad Gujarat as Sr. Supervisor Housekeeping from 2018 to 2020.
- At the start of the day I meet as many guests as possible in the lobby and floors to get their valuable feedback so that I can assure guest satisfaction and make necessary changes to improve their experience.
- Specially checking of Single lady, HWC, VIP & Long staying guest room.
- Maintain ken-Fixit schedule & to the Executive Housekeeper for the same.
- I have implemented best practices to ensure minimum wastage of cleaning agent, guest supplies etc. To ensure that expenses are within the budget.
- As ensure that within my tenure the entire budget related to Mini bar and Laundry is achieved.
- Follow-ups with maintenance for pending maintenance complaints.
- Follow-ups for the Lost and found update, handover and dispose.
- Making a monthly training calendar.
- Conducting Training sessions for the staff.
- Conducting Department meetings with staffs.
- Making Staff & Trainee duty schedule.
- Making Profit and Loss report.
- Attending the Internal profit plane meeting which is related to hotel profit and loss as well as department.
- Attending the Manager Development Program in every week.
- Making a room & public area snag list.
- Making the inventory report of Linen, uniform, fix assets, Mini Bar & follow ups for the same.
- To help Executive housekeeper making yearly budget.
- Attend morning meeting in absence of HOD.
- To assist Executive Housekeeper in day-to-day operation.

Worked with YMCA club Ahmedabad as a Housekeeping Supervisor from 2017 to 2018.

- Making the inventory report of Linen, uniform, fix assets & Mini Bar & follow ups for the same.
- Taking care of Single lady, VIP & Long staying guest room.
- Maintain ken-Fixit schedule & to the Executive Housekeeper for the

same. 🏢 Follow-ups with maintenance for pending maintenance complaint.

- 🏢 Making training monthly calendar.
- 🏢 Conducting Training sessions for the staff.
- 🏢 Making a room & public area snag list.
- 🏢 Conducting Department meeting with staff.
- 🏢 Making Staff & Trainee duty schedule.
- 🏢 Maintaining Daily & Monthly Reports.
- 🏢 Making yearly Budget.
- 🏢 Good knowledge of all Chemicals and Equipment's.
- 🏢 Good hand in all the registers.
- 🏢 Attend morning meeting in absence of HOD.

To assist Executive Housekeeper in day-to-day operation.

🏢 Worked with Pride Plaza Ahmedabad as Housekeeping Supervisor from 2016 to 2017.

- 🏢 Making the inventory report of Linen, uniform, fix assets & Mini Bar.
- 🏢 Taking care of all guest rooms and public area up keep.
- 🏢 Making a room & public area snag list.
- 🏢 Conducting Department briefing with staff.
- 🏢 Making Staff & Trainee duty schedule.
- 🏢 Maintaining Daily & Monthly Reports.
- 🏢 Good knowledge of all Chemicals and Equipment's.
- 🏢 Good hand in all the registers.
- 🏢 Maintain Room History register & follow up for the same.
- 🏢 Maintain ken-Fixit schedule & report to the HKE or EHK for the same. 🏢
- Update Lost & Found details in IDS as well as register in daily basis & inform to the guest for the same.
- 🏢 Par stock maintain of guest supplies.
- 🏢 Making daily guest supplies consumption report.
- 🏢 To help Executive housekeeper making Month end reports.

🏢 To assist Executive Housekeeper & Housekeeping Executive in day-to-day operation.

🏢 Worked with The Fern Hotel Ahmedabad (A group of Concept Hospitality LTD.), as a Housekeeping GSA from 2014 to 2015.

- 🏢 Good hand in all the registers, good communication with guest calls & with others deferment.
- 🏢 Maintain Room History register & follow up for the same.
- 🏢 Follow up for the all-pending maintenance complaint with the maintenance in a daily basis.
- 🏢 Follow up for VIP, HWC & SLT rooms with FO in the morning.
- 🏢 Maintain ken-Fixit schedule & report to the HKE or EHK for the same. 🏢
- Update Lost & Found details in IDS as well as register in daily basis & inform to the guest for the same.
- 🏢 Good knowledge of all Chemicals and Equipment's.
- 🏢 Making a room & public area snag list.
- 🏢 Making a rooms & clear by self if require.

- Making daily mini bar consumption report.
- Par stock maintain of guest supplies.
- Making daily guest supplies consumption report.
- Making Staff & Trainee duty schedule in supervisor absence.
- Tacking the inventory of Room Linen, F&B Linen, uniform, fix assets & Mini Bar. ■ To assist Supervisor in day-to-day operation.
- Enrolled in EDP (Executive Development Programmed) in The Fern Hotel Ahmedabad. (2015)

- Worked with Hotel The fern Ahmedabad (A group of Concept Hospitality LTD.), 6-month Job Training from 2013 to 2014.
  - Making a rooms & clear by self if require.
  - Tacking the inventory of Room Linen, F&B Linen, uniform, fix assets & Mini Bar. ■ To assist Supervisor in day-to-day operation.

- Worked with The West Western Pride Pune, 6-month Job Training from June 2013 to November 2013.

- Making a rooms & clear by self if require.
- Tacking the inventory of Room Linen, F&B Linen, uniform, fix assets & Mini Bar. ■ To assist Supervisor in day-to-day operation.

### Target/ Goals:

To General Manager Instructions, other last night observation, and Guest Request. To Maintain High Quality standard of Guest Rooms, Public Area. To provide excellent on the Job training to the Staff. To obtain maximum excellent guest comments. Best try to reduce of Guest Complaints up to 1% level. To motivate staff also.

### EDUCATIONAL QUALIFICATIONS:

- 3years BSc of Hotel Management from Dr. MPS Group Hotel Management New Delhi. ■ 12<sup>th</sup> Passed from Madhya Pradesh Board.
- 10<sup>th</sup> passed from Madhya Pradesh Board.

### ADDITIONAL QUALIFICATIONS:

I have completed DCA & tally, MS excel in 2010

### HOBBIES & INTERESTS:

Watching Cricket, Football, Listening Music

### ACHIEVEMENTS:

I have got Best Trainee of the month in “The West Western” Pune. For the best efforts & great performance.

I have got Appreciation letter from General Manager in “The fern Hotel”. For best service. I have got Best Employee award in Pride Plaza Ahmedabad.

I Have got Best Employee of the Year award in the fern hotel Ahmedabad

## PERSONAL DETAILS:

- 🎬 Date of Birth: 16<sup>th</sup> September 1992
- 🎬 Languages Known: English, Hindi
- 🎬 Status: Married

(Gaurav Dubey)