



**NARENDRA SINGH**

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#### **JOB SUMMARY:**

→ Experienced housekeeping manager with more than 11 years of experience in hotel housekeeping operations, Skilled in training and building highly productive team.

#### **CORE SKILLS:**

- Housekeeping Operations
- Guest Relations
- Laundry operations
- Service focused.
- Budgetary Control
- Training & Development

#### **WORK EXPERIENCE**

June 2024 to till as a Housekeeping Manager Delite Sarovar portico Faridabad Delhi NCR  
(80 Keys) Pre-opening

September 2023 to till June 2024 as an Assistant Housekeeping Manager Panchkula Chandigarh  
(145 Keys)

November 2022 to till August 2023 as an Assistant Manager Housekeeping  
(178 Keys)

March 2022 to till October 2022 as an Assistant Manager Housekeeping Courtyard Marriott Agra  
(189 Keys)

September 2021 to till March 2022 as an Assistant Manager Housekeeping Leela trading Ahmedabad  
(178 Keys) Project team

May 2019 to till April 2021 as an Assistant Manager Housekeeping Radisson Blu Ahmedabad  
(118 Keys)

June 2018 to till April 2019 Housekeeping Executive the Fern residency Jaipur  
(90 Keys) Pre-opening

February 2018 to till March 2018 Housekeeping Supervisor Radisson Blu Sohar Muscat  
(179 Keys) Pre-opening

May 2013 to till 2015 Housekeeping Supervisor Algassar resort (St. Regis) Doha Qatar  
(354 Keys)

February 2012 to till April 2013 Housekeeping Desk coordinator IBIS Hotel Delhi Airport  
(364 Keys) Pre-opening

## **RESPONSIBILITIES:**

- Overseeing day to day housekeeping operation.
  - Managing a team of 24 housekeeping staff to ensure efficient service across all of floors and area
  - Monitoring the cleanliness of the guest rooms and public area.
  - Developed and implemented a system to track and monitor the progress of the housekeeping staff.
  - Ensure housekeeping staff is well trained and proper cleaning techniques and safety procedure.
  - Coordinate with other department to ensure smooth operations.
  - Conduct regular inspection of housekeeping equipment.
  - Maintain record of inventory and guest supplies.
  - Maintain housekeeping budget and monitor expenses.
  - To ensure guest laundry is laundered and delivered as per hotel standard.
  - Schedule cleaning of guest rooms, upholstery cleaning, marble polishing and window cleaning.
  - Ensure guest are properly secured that the proper key control procedure is followed by the housekeeping staff.
  - Prepare profit and loss and annual budget of housekeeping department.
  - Maintain the record pest control.

- **ACHIEVEMENTS:**

- Radisson Blu Paschim Vihar Manager of the month April 2023
  - Courtyard by Marriott Agra Manager of the month March 2022
  - Radisson Blu Hotel Ahmadabad

**Got 2 consecutive appreciation letters from general manager of the hotel in the month of October 2019.**

Got 97% marks in Quality performance review (QPR) in the month of October 2019

- **Radisson Blu Hotel Oman**
  - Certified as an On-the-Job Skills Trainer.
  - Acknowledged as departmental Star of the Month at Algassar Resort Doha in Sep'2013.

- **PROFESSIONAL QUALIFICATION:**

- 2015 MBA (Hospitality Management) from National Institute of Management Solution (NIMS), New Delhi, India (Correspondent Course)
  - 2009 3 Years Hotel Management from Uttarakhand board of technical university (Amrapali institute of hotel management Haldwani) Nainital.

#### **• INDUSTRIAL TRAINING:**

- Organization Name: Hotel Le Meridian, Ahmadabad
  - Duration 6 Months

## IT FORTE:

- Well versed with Windows, MS Office, and Opera 4.0.03.03 Version and Internet Applications

**ADDRESS:**

- Date of Birth 12<sup>th</sup> August 1984
  - Place Haldwani (Uttarakhand)
  - Languages Known English Hindi