



# DEVENDRA KUMAR CHAUHAN

EXECUTIVE HOUSEKEEPER/SUSTAINABILITY LEADER • U.P, INDIA

• +91 9927025753

## ◦ DETAILS ◦

Uttar Pradesh, India

+919927025753

[devendrac648@gmail.com](mailto:devendrac648@gmail.com)

## ◦ SKILLS ◦

Customer Service

Profit Margins

Pre-opening

Inventory Controls

Budgeting

Cleaning Standards

Operations

Sustainability

Detail Oriented

Hospitality

Training

## ◦ LANGUAGES ◦

English

Hindi

## • PROFILE

Insightful experience with 14 years in the areas of Housekeeping Operations Highly organized and detail oriented Executive Housekeeper with extensive knowledge of hospitality industry standards and practices. Possesses a proven track record of consistently delivering excellent customer service and maintaining the highest standards of cleanliness and safety

## • EMPLOYMENT HISTORY

**Executive Housekeeper at Hotel Geeta Sarovar Portico, Panipat (A Four Star Hotel-70Key)**  
December 2024 — Present

**Executive Housekeeper at Hotel Rang Mahal Pushkar, Rajasthan(A Four Star Hotel-68Key )**  
October 2023 — December 2024

Achievements:

- Hod of the year 2024
- Constantly worked on Critical path
- Guest satisfaction index above 90%

**Operations Manager at Hotel the Brahma Horizon Pushkar, Rajasthan (A Four Star Hotel-40Key )**  
April 2022 — September 2023

**Executive Housekeeper at Garden Hotel LLC by Tulip in, Muscat Oman (A Four Star Hotel-120Key )**  
November 2021 — April 2022

**Assistant manager Housekeeping Hotel the Brahma Horizon Pushkar, Rajasthan (A Four Star Hotel )**  
May 2017 — October 2021

**Housekeeping supervisor at Royal Caribbean International Cruise, United State (A Five Star Cruise Ship)**  
October 2015 — April 2017

**Housekeeping supervisor & Night Auditor at Ramada Chelsea Hotel Al Barsha, Dubai (A Four Star Hotel )**  
February 2012 — October 2015

## **DUTIES & RESPONSIBILITIES**

- Manages the staff of the Housekeeping Department. Interviews, trains and schedules the staff. Conducts Performance Evaluations and disciplines staff when needed. Ensures communications and follow-up on any problems, guest requests or special requirements.
- Establishes detailed cleaning and preventive maintenance Programs to ensure appearance and life of all furniture, fixtures and equipment. Sets and maintains high standards of cleanliness. Assigns staff to complete the needed activities for the day.
- Monitors staff's activities to assure that standards are being met, a staff is being supported and guest needs are being met. Inspects all areas of responsibility daily. Works directly with outside contracted companies to assure quality and timeliness of work.
- Resolves customer complaints, handling all guest interactions with the highest level of hospitality and professionalism, accommodating special requests whenever possible. Responds to all guest requests in an accurate and timely manner. Interaction with guest will be in person and by phone.
- Assures the financial goals of the department are being met. Monitors and controls labor expense and other divisional expenses such as Uniforms, Linen, Guest Supplies, Cleaning Supplies and Contract Services.
- Establishes and maintains accurate inventory records. Participates in periodic Linen, Uniform and Supplies Inventories. Recommends appropriate actions passed on results of inventory.
- Assures that equipment is properly maintained. Prepares annual budget for labor and operating expense. Proposes items to be included in annual Capital Plan.
- Assures effective operation of the Laundry/Valet Department. Assists the department when needed.

## **EDUCATION**

Hospitality Management -Diploma from Food Craft Institute of management Dehradun, India October 2010 to November 2011

## **TRAINING AND CERTIFICATIONS**

➤ **Industrial Training** (Hotel Neelam the Grand, Goa) –  
**October 2010 — March 2011**

- Certificate of Appreciation for Creating Guest Satisfaction from Royal Caribbean Cruise Ship.
- Post- Graduation Diploma in Computer Application.
- Service excellence.

## ■ PERSONAL DETAILS

➤ <b>Name</b>	Devendra Kumar Chauhan
➤ <b>Date of Birth</b>	03rd. October 1987
➤ <b>Permanent Address</b>	Vill-Dudhar, Gangeru, Shamli, U.P
➤ <b>Marital Status</b>	Married
➤ <b>Gender</b>	Male

## ¶ REFERENCES

References available upon request

I hope I will have the opportunity to join your company and I would be glad to provide you with any additional information needed, Thank you for your time and consideration

DEVENDRA KUMAR CHAUHAN