

Sumit Sharma

(AHLEI : Hospitality Manager : Leadership)

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PROFESSIONAL EXPERIENCE & INTERNATIONAL EXPOSURE: -

OCT 2019 till date: -

Room Division In charge at Dushanbe Serena Hotel, Tajikistan, 5 Star hotel, No 01 on Trip Advisor & winner of World Luxury Awards -2019, 20,21,22 & 23. (95 Keys + office complex), adding 50 keys more.

Successfully handled the VVIP delegation & rooms of SCO Summit 2021 held at Dushanbe, Tajikistan.

Handled VIP delegation & rooms of T CELL Asian Road & Para cycling championship held at Dushanbe 2022.

Handled VIP delegation & rooms of Dushanbe Water Process “Water for Sustainable Development” 2022, a part of Water Action Decade 2018 – 2028.

Handled VIP events & apartments of JICA (Japan International Corporation Agency), USAID, UNWOMEN & Swiss Corporation.

Handled rooms of Union Cyclist Mountain Bike Eliminator World Cup 2025.

CORE RESPONSIBILITIES: -

Housekeeping: -

- Property tour followed by the daily briefing of the team on arrivals, VIP's arrivals and in house, events & the preferences/feedbacks.
- Follow up on outsource vendor activities such as Pest Control, Façade Cleaning etc.
- Routine check on daily laundry operations.
- Conducting trainings/OJT's for the staff for strict SOP adherence.
- Conducting outsource trainings with help of Ecolab, Karcher etc.
- Effective implementation of cost control measures within the department.
- Scheduling deep cleaning, monthly, weekly and daily cleaning programs.

Successfully achieved certificate from AHLEI – Hospitality Manager: Leadership.

Certified Trainer through Train the Trainer Program.

Pre-Opening Training Package – ROC.IT –Core Values of Frasers Hospitality.

Certified HEP Trainer – Housekeeping Excellence Program by Frasers Hospitality.

Certificate of completion of Code of Conduct – Anti Bribery, Human Rights & True Hospitality Service Skills (IHG).

Certificate of completion of “Lets Break the Chain of Covid -19 Infection” from The Mohammed Bin Rashid University of Medical & Health Sciences, UAE.

Member of ERT- (Emergency Response Team)

Participated in Earthquake/Natural Calamities largest earthquake drill conducted by AKDN worldwide.

Core Team Member for Audits – ISO, HACCP & OHSAS.

CSR CONTRIBUTION: -

Volunteer visiting faculty of Ismaili Centre, Dushanbe, Tajikistan.

Front Office: -

- Pre – arrival meeting with (F&B, Kitchen, Engineering and Front office).
- Ensuring a smooth guest journey/experience from airport pick up, check in, during the stay till departure.
- Check on room allocation and reservations based upon the preference and the previous feedback (if any)
- Social media score review with Medallia, Trip advisor etc. and to conduct trainings of the team to meet the guests to understand their requirements.
- Monthly analysis of top 10 guest complaints.
- Planning the experience based upon any special occasion, number of stay etc.
- To train the team on Incremental revenue – Early check in's, late check out's & upgrades.

Engineering: -

- Scheduling Preventive Maintenance of the facility.
- Keep any eye on daily pre arrival check of the guest room by engineering.
- Cross check on daily & monthly consumption of HLP & coordinating with CE for cost saving measures.

NOV 2018 to OCT 2019: -

Executive Housekeeper at Holiday Inn Panchkula, Chandigarh, India, (127 keys).

Successfully achieved 92.76% score (2019) in Hotel cleanliness in LRA Audit by Deloitte, 92% staff satisfaction survey. (IHG)
Successfully handled rooms of Pro kabaddi teams & crew.

APR 2017 to AUG 2018: -

Executive Housekeeper (Preopening) at Fraser Suite, Abuja, Nigeria, 126 (Keys). I – PASS Audit – 94%

Executive Housekeeper at Fraser Suite, Seef, Bahrain, UAE – Task Force. (90 keys).

JULY 2015 to MAR 2017: -

Executive Housekeeper at The Lalit Palaces & Resorts, Chandigarh, India. (179 keys)

Handled Rooms, Events & Meetings places of IPL & International cricket teams.

Handled Rooms and Events of Hockey India League teams.

Handled Rooms and Events (Big Fat Weddings) - Yuvraj Singh's & Hazel Keech wedding reception & Mr. Rakesh Wahi's Son's wedding – **Owner of CNBC & Forbes Africa.**

CORE - COMPETENCE: -

Exceptional Housekeeping Skills

Revenue generation from upselling rooms, creating laundry packages, mini bar hampers & room decorations.

Front Office / Guest services

Pre-opening / Opening & Reopening Experience

Budgets / P&L Management

Hotel Management

Problem Solving

Multi skilled Team Player

Customer Relations

Event & Conference Facilities

Resource Optimization

Vendor Management

Preventive maintenance

JULY 2013 to JULY 2015: -

Executive Housekeeper at The Rain Tree Hotels, Chennai, India
luxury 5-star hotel, unit of Preferred Hotels worldwide. (230 keys).

Got promoted with 7 months from Deputy Housekeeper to Executive Housekeeper.

Headed renovation team of The Rain Tree Hotel, St. Marry Road Chennai. (108 keys). LQA – 95%.

OCT 2010 to JULY 2013: -

Manager Housekeeping (Pre-Opening) at Fraser Suite, New Delhi, India, first property of Fraser's Hospitality in India, (92 Keys).

Handled Rooms and events of Formula -1 car race teams.
Executive of the year award with performance incentive.

MAR 2008 to AUG 2010: -

Housekeeping Manager with Knight Frank(I) Pvt Ltd. at multiple sites such as Select City Walk Mall, New Delhi, Ansal Plaza Mall, New Delhi, Ansal Plaza Mall, Greater Noida & India International Trade Tower, New Delhi.

DEC 2006 to MAR 2008: - Housekeeping Executive at Intercontinental, Eros, New Delhi, India, (217 keys).

DEC 2005 to DEC 2006: - Housekeeping Supervisor at Radisson Blu Plaza, New Delhi, India, 234 (keys)

JULY 2003 to DEC 2005: - Housekeeping Supervisor at Intercontinental, The Grand, Mumbai, India, 369 Keys + 21 Service Apartments.

**EDUCATIONAL
QUALIFICATION: -**

Three Year Degree in Hotel Management from the Institute of Hotel Management, Catering Technology & Applied Nutrition, Bangalore, Affiliated by NCHM & CT, Ministry of Tourism (India).

INDUSTRIAL EXPOSURE: -

Six months of industrial exposure at the **ASHOK GROUP OF HOTELS**, New Delhi, India.

COMPUTER LITERACY: -

MS Office, PMS - Opera, CMS-Triton, For Store Activities: - Prolific & I-Scala, Micros.

PERSONAL DETAILS: -

DOB – 19th Nov. 1979

Male

Married

Indian

Passport issued at Dushanbe

Issue: - 17/01/2023

Expire :- 16/01/2033