



Tapan Kumar Sahu

Executive Housekeeper

 +97477405860  sahutapan@ymail.com  Doha, Qatar

PROFESSIONAL SUMMARY

Housekeeping Operations

Customer Relationship Management

Training & Development

Hotel Operations and Management

Reporting & Documentation

Quality Assurance

Audit and classification

Covid protocol

Staff Management

Horticulture and landscaping

Luxury Banquet (Seven Seas Hotel)

Luxury Rooms operation (The Lalit Grand Palace, Srinagar)

Spread luxury Apartments and rooms, (The Mina Hotel & Residences by the Torch)

- ❖ A competent professional with extensive years of experience in Housekeeping Operations, Team Management, Liaison & Coordination and Customer Service.
- ❖ Demonstrated abilities in keeping records and implementing housekeeping systems and procedures.
- ❖ Well equipped with **Fidelio, IDS, Wish net & Opera Property** Management System, and other office automation like **M.S Office**, as well as **Adrenalin hr software, Jana and sky bayan software** etc.
- ❖ Pioneering efforts in maintaining cleanliness task such as carpet shampooing, spring cleaning & supervising all cleanliness activities.
- ❖ Pivotal contribution in maintaining and preparing monthly linen inventory report & ensure budget is controlled.
- ❖ Adept in verifying and supplying inventories & equipment's to ensure that proper quantities are available within the laundry complex.
- ❖ Hands-on exposure in delivering and conducting training sessions for asst. managers, supervisors, and rank & file staff.
- ❖ Strategically assertive with sound expertise in handling departmental financial reports.
- ❖ Proficient and focused in maintaining the rooms division.
- ❖ Skilled in consulting with other teams and departments to ensure a consistent and holistic service is provided to residents.
- ❖ Holds the merit in ensuring health and safety requirements are met in all areas including staff, residents, and general house conditions.
- ❖ Hands on experience in managing of staff to guarantee consistent quality service provision.
- ❖ An effective communicator with good analytical, leadership, interpersonal, planning, and problem-solving skills

SKILLS

Leadership

Cleaning & Sanitation

Multi-tasking

Problem Solving

Budgeting

Inventory Management

Safety Procedures

Time Management

Customer Service

EXPERIENCE

- **Executive Housekeeper (September 2022 - Now)**
Mina hotel and residences by The Torch / Qatar, Doha

Key Responsibilities:

- ❖ **Team Management & Support:** Leading and supporting team members during the pre-opening phase to ensure smooth operations.
- ❖ **VIP Guest Relations:** Personally, handling the stay of VVIP guests, including special arrangements during high-profile events like the **FIFA World Cup, Qatar Boat show, World horse championship** etc.
- ❖ **Unionized Environment Management:** Promoting and maintaining a safe and healthy work environment while supporting the unionized staff.
- ❖ **Fabric & Upholstery Expertise:** Leveraging experience in identifying and evaluating different fabrics, upholstery, and materials.
- ❖ **Hotel & Apartment Operations Leadership:** Overseeing the daily operations of 146 luxury hotel rooms and apartments, ensuring exceptional service delivery.
- ❖ **Property Inspections & Maintenance:** Conducting detailed inspections of public areas and guest rooms to assess physical condition and recommend necessary repairs or upgrades to furnishings and painting.
- ❖ **Staff Assignment & Duty Scheduling:** Preparing assignment sheets for room attendants and ensuring efficient delegation of duties to other staff members.
- ❖ **Guest Room & Public Area Cleanliness:** Ensuring the highest standards of cleanliness in guest rooms and public spaces.
- ❖ **Training & Performance Standards:** Identifying training needs and organizing development programs for room attendants to meet established SOPs and quality assurance standards.
- ❖ **Team Motivation & Learning:** Inspiring and supporting team members to continually improve their skills and contribute effectively to the hotel's operations.
- ❖ **Guest Experience & Cleanliness Standards:** Striving to maintain or exceed cleanliness standards and ensure a consistently positive guest experience as documented through feedback and quality checks.
- ❖ **Professional Appearance & Grooming:** Establishing high standards of personal appearance and grooming, ensuring that staff adhere to uniform and nametag policies.

- **Housekeeping Manager (October 2021- Sept 2022)**
The Lalit grand Palace / Srinagar, India

Key Responsibilities:

- ❖ **Primary Point of Contact for High-End Guests:** Acted as the single point of contact for high-profile guests, including film stars, top entrepreneurs, and cricketers, ensuring exceptional service and personalized attention.
- ❖ **Guest Room Operations Management:** Supervised and managed the operations of 113 luxury guest rooms, including Maharaja suites, cottages, and palace rooms, ensuring premium service standards.
- ❖ **Preventive Maintenance Program:** Successfully implemented and managed the preventive maintenance program for guest rooms to ensure their optimal condition and minimize disruptions.
- ❖ **Cost Management & Profit Optimization:** Contributed to departmental profitability by introducing cost-saving techniques and closely managing the departmental GOP (Gross Operating Profit).
- ❖ **Staff Satisfaction & Relationship Building:** Promoted staff satisfaction by fostering strong, positive working relationships within the department, creating an engaging and productive work environment.
- ❖ **Staff Development & Training:** Conducted regular counseling sessions and facilitated continuous training programs for housekeeping staff to ensure consistent delivery of service excellence.
- ❖ **Cross Departmental Coordination:**
- ❖ **Front Office:** Collaborated with Front Office to anticipate guest arrivals and departures, ensuring seamless service.
- ❖ **Engineering:** Coordinated with the Engineering team for room maintenance, repairs, and upgrades (including refurbishing and renovations).
- ❖ **Personnel:** Worked with Personnel for labor market surveys, staff recruitment, transfers, and promotions.
- ❖ **F&B:** Managed coordination with Food & Beverage for furniture cleaning, pest control, and refurbishing.
- ❖ **Purchasing:** Coordinated with Purchasing for market price comparisons and testing of new products for efficiency and quality.
- ❖ **Laundry Operations:** Oversaw laundry operations, ensuring the daily handling of 1500 kg of wash load with high standards of cleanliness and efficiency.
- ❖ **Landscaping & Horticulture:** Managed 23 acres of landscaping and horticultural operations, ensuring that the grounds maintained a pristine and welcoming appearance.

- **Assistant Executive Housekeeper (July 2017- Sept 2021)**
Seven Seas Hotel / New Delhi, India

Key Responsibilities:

- ❖ **Customer Service Excellence:** Significantly improved customer service ratings through the implementation of continuous improvement plans, ensuring a consistently high standard of guest experience.
- ❖ **Team Management & Leadership:** Managed a diverse team of 120 members, formulating and executing departmental business plans to meet operational goals and objectives.
- ❖ **Profit Achievement:** Accountable for achieving the target Gross Operating Profit (GOP) annually, ensuring financial targets were met through effective operational management and cost controls.
- ❖ **Room Product Innovation:** Led efforts to enhance the room product through continuous innovation and development, improving guest satisfaction and operational efficiency.
- ❖ **Training & Development:** Designed and implemented departmental training plans, facilitating cross-functional initiatives to

- promote multi-skilling among team members and enhance operational flexibility.
- ❖ **Staff Mentoring & Adoption of Standards:** Spearheaded staff training and mentoring programs to ensure smooth transition and adoption of new operational standards and service protocols.
- ❖ **Employee Retention:** Led initiatives to reduce employee turnover by fostering team-building programs and improving workplace culture and engagement.
- ❖ **Reporting & Communication:** Reported directly to the Executive Housekeeping Manager (EHK), General Manager (GM), and hotel ownership, providing updates on performance, financial, and operational improvements.

• **Executive Housekeeper (June 2016- June 2017)**

Country Inn & Suites by Radisson / New Delhi, India

Key Responsibilities:

- ❖ **Department Setup & Reorganization:** Strategically established and reorganized the department to streamline operations and improve efficiency.
- ❖ **Contract Finalization & Outsourcing:** Finalized contracts for various activities, particularly focusing on managing outsourced workers, ensuring service quality and cost control.
- ❖ **Team Recruitment & Development:** Led the recruitment process, including interviewing and selecting team members to build a skilled and efficient workforce.
- ❖ **Room & Public Area Inspection:** Formulated and executed a comprehensive snag list for all guest rooms and public areas, ensuring high standards of quality and guest satisfaction.
- ❖ **SOP & Policy Implementation:** Ensured the smooth operation and adherence to departmental SOPs, policies, and procedures, fostering consistency and excellence in service delivery.
- ❖ **Budget & Quantity Management:** Managed and controlled the departmental bill of quantities, overseeing resource allocation to maintain budget adherence and operational efficiency.
- ❖ **Cross-Departmental Operations:** Took charge of the operations for Front Office, Spa, and Gym for a six-month period, ensuring seamless coordination and high-level service delivery across multiple departments.
- ❖ **Tivoli Garden Hotel & Resort-New Delhi as Executive Housekeeper (Apr'14-May'16)**
- ❖ **Country Inn & Suites by Radisson (Pre-opening)-Kandla, Gujarat as Executive Housekeeper Aug'2012 – Mar'14**
- ❖ **The Seasons Hotel (Rebrand as Lemon Tree)- Housekeeping Manager (joined as Assistant Manager and promoted as HOD) Nov'2008-Jul'2012**
- ❖ **Taj Palace -New Delhi as Housekeeping Supervisor, Oct'2007- Nov'2008**
- ❖ **Suryansh Group of Hotel & Resort -Bhubaneswar as HK Supervisor & Room Attendant, Aug'2004-Nov'2006**

EDUCATION

- ❖ Pursuing MBA in HR from Sikkim Manipal University (Distance)
- ❖ Diploma in Hotel Management - IHM. Bhubaneswar, India
- ❖ Bachelor's in arts (Political Science Hons.)- Govt. Autonomous College, Orissa, India

Training

- ❖ Industrial Training (20 weeks) (**May 2007 – Aug 2007**) **Taj Residency**, Vishakhapatnam, Andhra Pradesh.
- ❖ **Industrial Exposure (4 weeks)** (**Dec 2006 – Jan 2007**) **May Fair Lagoon, Bhubaneswar, Orissa**

Personal

- ❖ Father's name: Late Mr. Ganesh Chandra Sahu
- ❖ Date of birth: 15th June 1984
- ❖ Nationality: Indian
- ❖ Marital status: Married
- ❖ Language: English/Hindi/Oriya

Declaration

I affirm that the information furnished in this resume is true and correct to the best of my knowledge.

Date.....

Tapan Kumar Sahu