



# Resume

**Biplab Ghosh**

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Customer-centric, performance-driven Housekeeper with more than 13 years of experience specializing in full-service hospitality operations. Utilize extensive background in providing hands-on leadership to achieve solid business results. Address guests' needs and concerns to continuously improve service standards, quality and profitability. Proven effectiveness to multi-task in a competitive, challenging and fast-paced environment.

## **PROFILE**

- Overall experience of 13 plus years in major hotel chains.
- Varied Housekeeping and Front of the house experience in Resort, Luxury and Corporate and Convention hotel.
- Has been part of two key pre-opening hotels.
- Won the best employee of the year in 2015, by FRHAI
- Successfully completed the "Train the trainer programme" by Swissotel Hotels & Resorts.
- Successfully completed the ISO certification of the department and Business Excellence Awards
- Successfully completed Situational Leadership for Royal Orchid Hotels.
- Successfully completed Complaint is a Gift.

## **Strengths**

- Leadership: (Decision making, motivate large team, handle & resolve conflicts)
- Organizational Skills (Daily HK operations, prioritize tasks and manage time effectively, maintaining detailed records and reports)
- Attention to Detail (Audits, standards with SOP, TPM, room history report)
- Interpersonal Skills (Inter department with FO, Reservations, FNB, Engineering)

## **Skills**

- Operational Management: (Set up SOP, pre-opening, Inventory management (OE, linen, uniforms, Asset)
- Training and Development (Ability to develop training programs for staff, Skill in mentoring and coaching team members to improve performance. (Short tests, PIP, Written & verbal quizzes)
- Budget Management (managing budgets on Guest supplies, cleaning supplies, linen, laundry, vendor AMC etc.
- Technology Proficiency Opera, IDS, Micros, Triton, MS Office)
- Quality Assurance (LQA Audits, Diversey audits, Business excellence, ISO etc.)
- Customer Service (Through recognition on Google reviews, Trip Advisor, Customer satisfaction survey etc.)

## **PROFESSIONAL EXPERIENCE**

**Dec 2023 – Till Date**

**Executive Housekeeper**

**Lohono stays by Isprava – Ultra Luxury Villa Hosts**

**Managing operation of 145 ultra-luxury villas (400+ keys) spread over in Goa / Pan India**

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- Perfecting SOPS related to impeccable cleanliness and safe service to guests in all areas of the Housekeeping Department's responsibilities as per hygiene protocol.
- Ensures maximum efficiency and consistency by means of ongoing, thorough inspections in guest rooms and corridors, public space and back of the house.
- Provides hands on supervision, constructive recommendations, clear communication and prompt follow up enforces the hotel's rules and regulations and departmental policies and procedures.
- Assists with interviewing, selecting, training of new team members, monitors their progress and productivity. Handles disciplinary problems with appropriate documentation and counseling for all Housekeeping team members.
- Finalizes, approves daily and weekly staffing levels, vacation and holiday schedules in accordance to forecasted occupancy and business needs, maintains and updates attendance records.
- Completes performance evaluations, makes recommendations for promotions, salary increases, transfers.
- Is involved in daily communications with associated departments through established channels regarding necessary information related to room status group arrivals, top VIP guests, special projects, out of order rooms and repair requirement.
- Designs, schedules, conducts, participates in , -as applies- daily and periodic departmental communication meetings and training sessions with all levels of colleagues, prepares and posts minutes, keeps training records, provides follow up and feedback.
- Makes sure established par stocks for room's linen and guest supplies are on hand, controls consumption and manages timely inventories, reports to the Executive Housekeeper shortages and irregularities.
- Motivates team members, promotes team work, develop incentive plans, and maintains a positive work relationship inside and outside the department.
- Follows up that hygiene and uniform standards are satisfied and team members display courteous, polite manners towards guests and colleagues.
- Issues package passes for Lost and Found articles, guest presents to team members and other items removed from the hotel's premises as authorized by the Executive Housekeeper or General Manager.
- Prepares financial analysis, departmental reports and budgets, design work sheets and master lists as directed.
- Identifies and communicates daily to the Executive Housekeeper for operational and guest related concerns, present suggestions and solutions.
- Carries out special assignments time to time as requested by the Management under consideration of professional presentation, accurate information and timely completion.

**Jan 2023 – Dec 2023**

**Deputy Executive Housekeeper**

**Taj Resort & Convention Centre**

**Managing cluster operation of (500 – keys) spread across between two ultra-luxury properties Key highlights – Successfully completed some of the prestigious event of Industry and Government of India**

**Nov 2021 – Jan 23**

**Deputy Executive Housekeeper**

**Lohono stays by Isprava – Ultra Luxury Villa Hosts**

**Managing operation of 72 ultra-luxury villas (280 – keys) spread over in Goa.**

**Oct 2019 – Oct 2021**

**Deputy Housekeeper**

**Royal Orchid Hotels & Resorts**

**Managing operation of 195 rooms and public space of 38000 Sq. ft.**

**Sep 2018 – Aug 2019**

**Assistant FOM / GRM**

**Lebua Hotels & Resorts UK/Thailand**

**Managing operation at front office for 226 rooms, upsell champion and guest relations Manager.**

**Nov 16 – Jan - 18 Assistant Manager HK**

**The LaLit Golf & Spa Resort, Goa**

**Managing operation of 265 rooms, 80+ acres of landscaping and public space of 38000 Sq. ft.**

**Mar 12 – Oct - 16**

**HK Sup / Executive / AM Swissotel Hotels & Resort**

**Grown over multiple level in the department, managing 147 keys with 3 specialty restaurant and 25000 sq. ft. banqueting space**

**Jul 2010 – Feb 2012**

**Hotel Operations Trainee**

**Ista Hotels & Resort (Now Hyatt Place) – 166 Keys**

## **Educational background**

**2007-2010**

**Degree in Hotel and catering Management**

**Institute of Hotel management catering technology and applied nutrition, Hyderabad.**

## **Reference**

**1. Ms. Indrani Sanyal**

General Manager-Housekeeping @ Medica

+91-98302 80313

**2. Ms. Debolina Mukherjee**

General Manager, Yellow House Anjuna

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**3. Mr. Debojyoti Deb**

Manager – HK - IHG

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