

Ajay Kumar



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Career Objective:

To obtain a challenging and rewarding position in a dynamic organization where I can utilize my skills, knowledge, and experience to contribute towards the growth of the company while enhancing my professional and personal growth. My objective is to excel in my role, exceed expectations and become a valuable asset to the company.

Education

3 Yrs. Degree in Hotel Management from Institute of Hotel Management Catering Technology & Applied Nutrition (IHM Hyderabad) in 2008-2011

Experience:

14 Years of Experience as a Cluster Executive Housekeeper/Assistant Director of Housekeeping / Executive Housekeeper/ Housekeeping Manager in Various international Hospitality brands in India & Middle-East.



Cluster Executive Housekeeper

Courtyard & Fairfield by Marriott, Bengaluru
February 2025 – Present



Executive Housekeeper (Asia leading Exhibition Centre)

Novotel Jaipur Convention Centre
Jaipur Exhibition & Convention Centre
April 2024 – January 2025



Assistant Director of Housekeeping (Accor, Lifestyle Brand)

Mondrian Doha, West Bay Lagoon, Qatar
July 2022 – Dec 2023



Executive Housekeeper

Sheraton Grand Bengaluru Whitefield Hotel & Convention Center
March 2019 – May 2022



Assistant Manager Housekeeping (2nd in Command, Preopening)

Sheraton Grand Bengaluru Whitefield Hotel & Convention Center
January 2018 – Feb 2019



Shangri-La Hotel, Bengaluru (Preopening)

Service Manager- Housekeeping
May 2015 – January 2018



Housekeeping Supervisor

Sheraton Hotel at Brigade Gateway, Bengaluru
June 2013 – April 2015



Housekeeping Associate (Preopening)

Sheraton Hotel at Brigade Gateway, Bengaluru
May 2011 – May 2013

Skills

- Quality Assurance
- Time Management
- Inventory Control
- Decision Making
- Communication
- Budgeting

Personal Details:

- Nationality: Indian
- Passport No: T6551035
- Date of Issue: 12/07/2019
- Date of Expiry: 11/07/2029

Duties and Responsibilities:

- ❖ Overlook and manage the team and control the activities of the Housekeeping Department assuring that our Guest Rooms, Public Areas and Employee Areas meet the highest standards of cleanliness.
- ❖ Responsible for supervision and co-ordination of department, health and safety of staff and guests and for ensuring that all staff and guest issues are dealt in an effective and timely manner
- ❖ Inspect guest rooms and public areas on a daily basis to ensure excellent standard and to check furnishings and equipment are clean and in good repair and are replaced or refurbished as required.
- ❖ Implement and control housekeeping policies and procedure oversee the implementation of deep cleaning programmes.
- ❖ Establish and maintain a prominent level of visibility and involvement within the hotel.
- ❖ Assist in the control and analyzing on an ongoing basis, departmental and energy costs, to ensure performance against budget particularly if sales are below expectation.
- ❖ Undertake and complete any special projects, tasks or other reasonable request by the Management.
- ❖ Resolving customer complaints, handling all guest interactions with the highest level of hospitality and professionalism, accommodating special requests whenever possible. Responding to all guest requests in an accurate and timely manner.
- ❖ Ensuring the financial goals of the department are being met. Monitoring and controlling labor expenses and other divisional expenses such as Uniforms, Linen, Guest Supplies, Cleaning Supplies and Contract Services.
- ❖ Establishing and maintaining accurate inventory records. Participating in periodic Linen, Uniform and Supplies Inventories
- ❖ Assuring effective operation of the Laundry/Valet Department. Assisting the department when needed.

Achievements:

- ❖ Scored 96.8% in Cleanliness, over all 94.74 during BARE Audit 2024
- ❖ As a part of South Asia's leading Exhibition Centre, have handled landscaping and beautification of 42 acres. Apart from this, have handled approx. 150-200 contractual manpower in mega events such as Rising Rajasthan, JJS, EPL, Herbal Life, Pollution Control, CIPLA, Maruti etc.
- ❖ Achieved 100% cleanliness score for the Month of April 2024.
- ❖ Handled Forbes Audit 2023 and scored 100% in Housekeeping.
- ❖ Handled Forbes Audit 2022 and scored 97.9% in Housekeeping
- ❖ Handled Forbes Audit 2022 and scored 97.7% in Housekeeping.
- ❖ Scored 100% in Cleanliness and maintenance during BSA 2022
- ❖ Scored 100% in associate engagement survey 2021
- ❖ Ranked the TOP 5 performers Hotel in Cleanliness parameters in guest voice 2021 (South & East India Bangladesh and Sri Lanka, scored 86.9)
- ❖ Recognized as the LST/HOD of the year 2021
- ❖ Won Congeniality award for year 2019
- ❖ Won 5 times manager of the month award.
- ❖ Completed MDA (Marriott Development Academy) certificate in Housekeeping Level 3 & Leadership (Manager of Manager).
- ❖ Handled Virtual Audit 2021 and Scored 100 % in housekeeping/cleanliness/maintenance parameter.
- ❖ Handled BSA 2018, 2019 and Scored 97.9 in housekeeping /cleanliness/maintenance parameter, Quarter two highest score in Marriott Asia Pacific in year 2019.
- ❖ Went in for Shangri-La Hambantota as a task force for 1 month to open the hotel in year 2016.
- ❖ Went in for Sheraton Doha as a task force for 3 months to re-open the hotel in year 2015, and awarded with the appreciation letter.