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Greater Noida, Noida, U.P



SUMMARY

I have over 15 years of progressive experience in the hospitality industry across Scotland, India, and Saudi Arabia. During this time, I have developed a strong understanding of work ethics and consistently sought creative ways to enhance guest experiences while maintaining high property standards. I have honed my communication skills through excellent guest relations and close collaboration with front office teams in roles such as guest host and duty manager. I have managed daily front office operations, overseen the revenue department, and contributed to pre-opening activities, including planning and organizing operational requirements for housekeeping, property maintenance, linens, and team uniforms.

WORK EXPERIENCE

Room Division Manager, Radisson Resort Goa Baga, Goa, India

Duration: September 2024 – Present

- Efficiently oversee operations across the front office, housekeeping, reservations, revenue, and engineering departments, while managing talent recruitment and development.
- Provide training and consistently monitor the implementation of best practices for guest services.
- Address and resolve guest concerns promptly to ensure a seamless experience during daily operations.
- Plan and execute Preventive Maintenance Programs (PPM) for guest rooms and public areas, with regular inspections to enhance product quality.
- Manage equipment breakdowns and the timely resolution of issues related to heavy electrical equipment.
- Enhance guest services through improved PA calling, welcome experiences, and engagement by the front office and housekeeping teams.
- Conduct routine inspections of guest rooms and public areas in collaboration with housekeeping and engineering to maintain high standards of upkeep.
- Foster partnerships with new vendors to optimize service delivery and control expenses.
- Collaborate with the purchase and finance departments to ensure adherence to brand standards and facilitate the procurement of new assets.
- Lead efforts to upgrade the property's interior, enhancing the overall resort experience for guests.
- Work closely with the marketing team to craft social media content that reinforces and elevates the brand image.
- Manage daily rate evaluations and collaborate with the revenue manager to close offline group bookings, driving revenue growth.
- Create memorable guest experiences by crafting unique "wow" moments to elevate their stay.
- Provide support to the newly onboarded hotel manager, ensuring the successful completion of corporate assignments and timely submission of reports.
- Conduct training sessions, one-on-one meetings, and team engagement activities to maintain staff motivation and reduce attrition

Executive Housekeeper, Country Inn & Suites by Radisson, Candolim, Goa, India

Duration: September 2022 – August, 2024

- Improved housekeeping cleaning service standard to present best and hygienic place to stay.
- Scheduled and focused on job housekeeping training to improve quality of services.
- Streamlined all the documentation and products for the quality audit to represent brand standards.
- Successfully brought down the attrition level for the department to have stable trained team.
- Monitored & controlled inventory of linens, operation supplies and equipment.
- Successfully qualified brand audit score with an improvement than previous years.
- Successfully extended support in qualifying FSSAI audit with A++.
- Coordinate with the Chief Engineer to execute planned PPM & continuous inspection to maintain the upkeep of the guest rooms and public area.
- Introduced cleaning schedule and continuous monitoring to present spic & span hotel.
- Ensured our guest enjoys impeccable housekeeping products & services offered by our team.

- Executed quality control inspection of all areas and share feedback with team for learnings.
- Coordinate with the co-department to enhance the better execution of guest services for daily operation.
- Conducted monthly staff meetings & daily briefings with operational managers.
- Cross checks all the department vendor invoices to assure provisional expenses.
- Conducted performance review with the team and identified team members to develop them according to their potential.
- Successfully handling additional responsibility of managing day-to-day Front Office operation and hotel revenue.
- Handling guest complaints and resolving them to execute guest satisfaction.
- Monitoring occupancy rates and room prices to maximize profitability while ensuring guest satisfaction.
- Daily rates check and do the yield focusing on competitive set hotels and market demand.
- Assisted general manager for any new assignments.
- Achieved 95% in the performance objective with positive feedback from the General Manager.

Executive Housekeeper, Rakkh Resort by Radisson, Palampur, HP, India

Duration: January 2021 – August 2022

- Improved housekeeping service standard to luxury level and positive guest satisfactions.
- Trained team member to execute excellent service for housekeeping department.
- Managed soft services such as maintenance of resort, horticulture, guest relations.
- Reduced expenses by choosing effective vendors and suppliers.
- Supervised property cleaning process and made sure resort served hygiene spic and span place to stay for our guests.
- Coordinated with reservation team for VIP guests and monthly reservation targets achievement.
- Upgraded interior of new inventory of resorts and designed layout for resorts' landscaping
- Introduced scheduled for resort maintenance and cleaning.
- Continuous meeting with all the guests to increase the loyalty of guests and achieve the room night's target.
- Successfully set up new laundry and executed better linen to support excellent products served to our guests.
- Planned budget for resort operation and CAPEX requirements to support operations.
- Planned activity scheduled for the long stays and made sure guest satisfaction with itinerary.

Housekeeping Manager, Movenpick Hotel (Accor Group), Jeddah, Saudi Arabia

Duration: November 2018 – March 2020

- Improved continuously the guest satisfaction for the housekeeping performance by delivering better service with my team and achieved score above target.
- Conducted inspections of all areas with the ability to anticipate customer needs, change goals and direction quickly while multitasking.
- Monitor and develop team member performance, provided supervision and performance development, conducted counseling and evaluations by delivering recognition and reward.
- Continuously evaluated the performance of employees, developing each for advancement opportunities.
- Ensured proper maintenance of guest rooms and assets, arranged for repair or replacement.
- Introduced PPM schedule to keep the property maintained with engineering team.
- Introduced cleaning schedule and executed the service with team to maintain the property.
- Controlled the department expenses by monitoring the monthly budget and forecast occupancy.
- Upgraded staff uniforms to make them presentable in guest areas.
- Reviewed existing contracts and guest supplies to reduce the department costs by up to 7% strategically.
- Improved the quality of linen processed at laundry with continuous control check.
- Solved rectified and mediated guests' issues when necessary.
- Conducted Heartiest Journey campaign training to all the heads of department at the sister Movenpick hotels in Jeddah.

Housekeeping Manager, Mahindra Holidays & Resort India Ltd. (125 Rooms), Udaipur, India

Duration: September 2014 – August 2018

- Reviewed and revised SOPs for the housekeeping department, ensuring operational needs are met.
- Conducted SOP training for regional Housekeeping Managers, with quarterly follow-ups to ensure compliance.
- Oversaw all operations and cleanliness, maintaining and implementing cleaning procedures.

- Prepared and managed the annual budget, adhering to guidelines and cost-saving measures.
- Ensured property upkeep, maintaining high standards of quality and hygiene.
- Collaborated with the Chief Engineer to inspect rooms and areas, ensuring safe, high-quality products for guests.
- Regularly interacted with guests to ensure their comfort.
- Ensured staff compliance with brand standards for quality and cleanliness.

Assistant Executive Housekeeper, The Deltin (186 rooms, Pre-Opening), Daman, India Duration: June 2013 – August 2014

- Directed the housekeeping and laundry department at the start-up hotel & casino with 35 team members. Pre-Opening Assistant Executive Housekeeper.
- Prepared SOPs for housekeeping and laundry departments and Training Plan for associates.
- Met with suppliers to determine availability of supplies for housekeeping and laundry.
- Organized available equipment ordered for missing assets and came up with beautiful, equipped hotel.

Housekeeping Executive (HOD), Holiday Inn Express (173rooms, Pre-opening), Ahmadabad, India Duration: March 2012 – June 2013

- Organized and conducted training for all staff members to achieve the required brand standard.
- Reviewed and revised SOP including creating new SOPs for the brand, which was approved by corporate management.
- Ordered required PAR stock of linen, guest supplies, cleaning supplies and amenities.
- Opened a beautiful, equipped hotel with team within the timeline and delivered excellent service. Responsible for first aid and conducting evacuation drills with ERT team.

Housekeeping Supervisor, Holiday Inn (303rooms), Edinburgh, Scotland (UK) Duration: June 2009 – January 2012

- Responsible for planning, directing, coordinating and participating in all housekeeping activities and work assignments.
- Inspects Housekeeping personnel daily work activities.

Housekeeping Team Member, Holiday Inn (303rooms), Edinburgh, Scotland (UK) Duration: October 2008 – June 2009

- Supported the core housekeeping operation.
- Cleaning of guestrooms within a time scale, delivered services according to the hotel standard.

Industrial Training, Taj Residency, Lucknow Duration: April 2007 – October 2007

- Undergone 22 weeks Internship/Industrial Training from “Taj-Residency, Lucknow, India.

KEYS KILLS

- Training and motivational | Recruitment | Teamwork | Time Management | Budgeting | Leadership | Critical decision making | MS-Office | Hotel operating software Opera |Fidelio |Oasis |WINHMS |PMS|MMS |POS|SAP

ACADEMIC QUALIFICATIONS

DEGREE	INSTITUTE/UNIVERSITY	YEAR
B.A. [honors] in Hospitality Management	Napier University, Edinburgh, Scotland (UK)	2006-09
H.S.S.C[PCM]	Jesus & Mary Academy, Darbhanga	2004-06
S.S.C	Jesus & Mary Academy, Darbhanga	2003-04

LANGUAGES

English | Hindi | Bengali

PERSONALDETAILS

Date of Birth– 25th December’ 1987 | Gender –Male | Nationality–Indian | Passport No. S6872353

References are available upon request.