



# NIRAJ VISHAL

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**DOB:** 26<sup>th</sup> Feb 1983

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**Career Objective:** To start my career with organization like yours and give a flying start to my career with the best knowledge and sincere dedicated effort having a sole intention to attain the objective of the organization.

**Area of Interest:** House-Keeping

## **Educational History:**

- **NSHM Academy Durgapur, Kolkata 2006-2009**  
Diploma in Hotel management & catering technology
- **Magadh University Bodh-Gaya 2004**  
Passed Graduation Examination
- **Bihar Intermediate Education Council, Patna 2000**  
Passed Indian Certificate of Secondary Education Examination
- **Bihar school Education Board, Patna 1998**  
Passed 10th from Bihar school Education board.

## **Professional Experience:**

- **Working As Executive Housekeeper in HOTEL RADISSON INDIVIDUALS, DHANBAD as pre-opening team member from 25<sup>th</sup> Dec 2023 till Date.**

### **Duties & Pre-Opening Responsibilities:**

- Co-ordinate with Corporate team, General Manager and Project Manager about rooms.
- New equipment's i.e. Laundry Machines, Housekeeping Machines as it comes in, they should be tested for performance and cross checked for the right equipment order, pinpoint discrepancies in the purchase order.
- Need to track the purchase orders of new items i.e. Linen (both bed and bath linen), mattress, Guest Amenities, Fixed assets, cleaning equipment's, Furniture, uniforms, napkins, Heavy curtain and sheer curtain, Upholstery, maids trolley etc.
- Area must be portioned off and layouts made for the area. For example, rack for the uniforms is to be made, housekeeping desk area, Housekeeper's office, Storage of cleaning equipment's, Linen room, uniform room, Tailor room and laundry setup, lost and found articles.
- Need to recruit the staffs for Housekeeping Department, Give training to the staffs as per the standard operating procedure, Setup the department as per standard operating procedure.
- Coordinate with project Manager and Chief engineer and take handover area wise i.e. Guest rooms, Restaurants, Corridor, Pantries, Lobby and gym area banquet halls etc.

## **Managerial Responsibilities**

- In charge for Both Housekeeping & Laundry Department
- Assist the General Manager in planning and budgeting the revenues and costs for the Housekeeping & Laundry department
- Staffing and scheduling of the department and allocation of duties.
- Develop systems and procedures that achieve higher cost efficiency and guest Satisfaction.
- Co-ordinate with Purchase Manager, Purchase Requirement items for Housekeeping & Laundry Department.
- Performance Appraisal/ Management of the staff in the department.
- Monthly reports sent to finance and General Manager.

## **Operational Responsibilities**

- Supervise and direct the daily activities of all housekeeping staff
- Ensure the service standards regarding cleanliness, amenities and maintenance in rooms and public areas are adhered
- Manage the inventory of supplies, linen and equipment and maintain their records
- Monitor and control consumption of guest and cleaning supplies, devise methods for optimal usage of cleaning supplies
- Ensure through regular monitoring of "YOUR COMMENTS PLEASE" and constant guest feedback, prompt, efficient and accurate service to all guests.

- Inspect guestrooms (VIPs)
  - Monitor productivity standards and Schedule staff in order to optimize manpower.
- **Working As Executive Housekeeper In HOTEL THE FERN ECOTEL, VADODARA From 10<sup>th</sup> May 23 till 8<sup>th</sup> Dec 2023.**

### **Operational Responsibilities**

- Supervise and direct the daily activities of all housekeeping staff
- Ensure the service standards regarding cleanliness, amenities and maintenance in rooms and public areas are adhered
- Manage the inventory of supplies, linen and equipment and maintain their records
- Monitor and control consumption of guest and cleaning supplies, devise methods for optimal usage of cleaning supplies
- Ensure through regular monitoring of "YOUR COMMENTS PLEASE" and constant guest feedback, prompt, efficient and accurate service to all guests.
- Inspect guestrooms (VIPs)
- Monitor productivity standards and Schedule staff in order to optimize manpower.

- **HOTEL RADISSON BLU, RANCHI as Housekeeping Manager from 1<sup>st</sup> April 22 till 5<sup>th</sup> May 23.**

### **Operational Responsibilities**

- Supervise and direct the daily activities of all housekeeping staff
- Ensure the service standards regarding cleanliness, amenities and maintenance in rooms and public areas are adhered
- Manage the inventory of supplies, linen and equipment and maintain their records
- Monitor and control consumption of guest and cleaning supplies, devise methods for optimal usage of cleaning supplies
- Ensure through regular monitoring of "YOUR COMMENTS PLEASE" and constant guest feedback, prompt, efficient and accurate service to all guests.
- Inspect guestrooms (VIPs)
- Monitor productivity standards and Schedule staff to optimize manpower.

- **HOTEL RADISSON BLU, RANCHI as an Assistant Housekeeping Manager from December 2018 till 1<sup>st</sup> April 2022**

- **HOTEL SAROVER PORTICO, JALANDHAR as Deputy Housekeeper (SH). August 2018 to December 2018.**

- **HOTEL OAKS BODHGAYA, GAYA as a pre-opening Assistant Executive Housekeeper (SH) March 2017 to JULY 2018.**

- Co-ordinate with Corporate team, General Manager and Project Manager about rooms.
- New equipment's i.e. Laundry Machines, Housekeeping Machines as it comes in, they should be tested for performance and also cross checked for the right equipment order, pinpoint discrepancies in the purchase order.
- Need to track the purchase orders of new items i.e. Linen(both bed and bath linen), mattress, Guest Amenities, Fixed assets, Cleaning equipment's, Furniture, uniforms, napkins, Heavy curtain and sheer curtain, Upholstery, maids trolley etc.

- Area has to be portioned off and layouts made for the area. For example rack for the uniforms is to be made, Housekeeping desk area, Housekeeper's office, Storage of cleaning equipment's, Linen room, uniform room, Tailor room and laundry setup, lost and found articles.
- Need to recruit the staffs for Housekeeping Department, Give training to the staffs as per the standard operating procedure, Setup the department as per standard operating procedure.
- Coordinate with project Manager and Chief engineer and take handover area wise i.e. Guest rooms, Restaurants, Corridor, Pantries, Lobby and gym area banquet halls etc.

- **HOTEL RADISSON BLU, RANCHI as a Housekeeping Executive from July 2016 to March 2017.**

- **Job Responsibility at Radisson Blu , Ranchi :-**

- Develops and Implements Strategies for achieving Department Goals.
- Participates in the implementation of Marketing and sales strategies that support Achievement of the hotels goals.
- Development and Implementation of Processes, Procedures and standards.
- Participation in the preparation of annul Budget.
- Inspects Room and Public Space Areas Continually.
- Determines Appropriate Staffing levels for forecasted business and schedules employees accordingly.
- Providing Employees with Guest service, technical and safety Training on an ongoing basis.
- Tracks the inventory, Purchasing and disbursement for all linens, Cleaning Supply, Guest room and Restaurant Supply and Laundry Supply.
- Coordinates Room Availability with Front office Manager.
- Recruits and selects Qualified Candidates.
- Provides employees with coaching and counseling as needed to achieve performance objective and reach their fullest potential.

- **FLORA CREEK HOTEL AND APARTMENT, DUBAI as a Housekeeping Supervisor September 2014 to June 2016.**

- **Job Responsibility at Flora Creek, Dubai :-**

- Consistently offer professional, friendly & engaging service.
- Responsible for conducting quality inspection to ensure the highest level of cleanliness in guestrooms, public areas as per hotel standard and procedure.

- Handles guest concerns and react quickly, logically and notifying the proper areas.
  - Responsible for communicating all operational concerns to the team and finding appropriate solution and implementing action.
  - Responsible for maintaining high level of performance, work quality and service standards of housekeeping colleagues.
  - To prepare Monthly Duty Roaster & to ensure that staff are aware of their hours of work and that they adhere to the planned duty roaster
  - To regularly fill up the cleaning & maintenance checklist & inventories after a complete physical check.
  - Ensure completeness of guestrooms minibar items, refill and charge consumptions promptly and alert discrepancies as required.
  - Responsible for co-operating with front office, engineering & other departments in the overall operation of room division to ensure highest level of guest service standard.
- **HOTEL RADISSON BLU, RANCHI (Pre-opening), as a Housekeeping Supervisor from Jan 2011 to March 2013.**
  - **Job Responsibility at Radisson Blu Ranchi :-**
    - Worked as a pre-opening team member.
    - Ability to manage multiple staff in a positive manner
    - Able to provide excellent customer and personalized service including recognizing needs, complaint resolution and achievement of quality service standards.
    - Highly confident and able to motivate and communicate to achieve exceptional business performance.
    - Dependable and reliable in supporting and enabling team effort.
    - Responsible for Zero Defect rooms and organization as well.
    - Taking care of floors and public area.
    - Responsibility includes daily briefing, debriefing & training to all staffs.
    - Staffing, preparing duty roaster for the team.
    - Involved in Housekeeping control desk operation.
    - Taking Feed backs of the guests during Check-outs.

- **A2Z Infra services private limited, Airport Terminal 3, New Delhi, joined as a Trainee Supervisor May 2010 and Promoted as a Supervisor in the Month of August 2010 to Jan 2011.**

**Training & Development:**

- 5 months industrial training from **PARK HYATT. Goa.**
- Certify trainer of Radisson hotel, Ranchi.
- EMM Award winner in 2021.

**Special Skills:**

- Comprehensive problem-solving abilities, excellent verbal and written communication skills, ability to deal with people diplomatically, willingness to learn, team facilitator & hard worker.
- Computer skills, Interpersonal skills, Supervisory management skills, Training and coaching skills, Manpower planning and scheduling skills, Report writing skills.

**PMS/POS Knowledge:**

- Micros, IDS, Opera, Tritan

**Language Ability:**

- **English** : **Fluent**
- **Hindi** : **Fluent**
- **Height** : **170 CM**
- **Weight** : **60 KG**

**Personal Details:**

Father's Name : Mr. Umesh Prasad  
Nationality : Indian  
Marital Status : Married  
Passport No : V2284793

**Declaration:**

I hereby declare that the above particulars are correct and given to the best of my knowledge. If provided a job in your esteemed organization, I will do everything on best of my abilities.

**(Niraj Vishal)**