



NARENDRA SINGH

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JOB SUMMARY:

→ **Experienced housekeeping manager with more than 11 years of experience in hotel housekeeping operations, Skilled in training and building highly productive team.**

CORE SKILLS:

- Housekeeping Operations
- Guest Relations
- Laundry operations
- Service focused.
- Budgetary Control
- Training & Development

WORK EXPERIENCE

**June 2024 to till as a Housekeeping Manager Delite Sarovar portico Faridabad Delhi NCR
(80 Keys) Pre-opening**

**September 2023 to till June 2024 as an Assistant Housekeeping Manager Panchkula Chandigarh
(145 Keys)**

**November 2022 to till August 2023 as an Assistant Manager Housekeeping
(178 Keys)**

**March 2022 to till October 2022 as an Assistant Manager Housekeeping Courtyard Marriott Agra
(189 Keys)**

**September 2021 to till March 2022 as an Assistant Manager Housekeeping Leela trading Ahmedabad
(178 Keys) Project team**

**May 2019 to till April 2021 as an Assistant Manager Housekeeping Radisson Blu Ahmedabad
(118 Keys)**

**June 2018 to till April 2019 Housekeeping Executive the Fern residency Jaipur
(90 Keys) Pre-opening**

**February 2018 to till March 2018 Housekeeping Supervisor Radisson Blu Sohar Muscat
(179 Keys) Pre-opening**

**May 2013 to till 2015 Housekeeping Supervisor Algassar resort (St. Regis) Doha Qatar
(354 Keys)**

**February 2012 to till April 2013 Housekeeping Desk coordinator IBIS Hotel Delhi Airport
(364 Keys) Pre-opening**

RESPONSIBILITIES:

- Overseeing day to day housekeeping operation.
- Managing a team of 24 housekeeping staff to ensure efficient service across all of floors and area
- Monitoring the cleanliness of the guest rooms and public area.
- Developed and implemented a system to track and monitor the progress of the housekeeping staff.
- Ensure housekeeping staff is well trained and proper cleaning techniques and safety procedure.
- Coordinate with other department to ensure smooth operations.
- Conduct regular inspection of housekeeping equipment.
- Maintain record of inventory and guest supplies.
- Maintain housekeeping budget and monitor expenses.
- To ensure guest laundry is laundered and delivered as per hotel standard.
- Schedule cleaning of guest rooms, upholstery cleaning, marble polishing and window cleaning.
- Ensure guest are properly secured that the proper key control procedure is followed by the housekeeping staff.
- Prepare profit and loss and annual budget of housekeeping department.
- Maintain the record pest control.

• ACHIEVEMENTS:

- Radisson Blu Paschim Vihar Manager of the month April 2023
- Courtyard by Marriott Agra Manager of the month March 2022
- Radisson Blu Hotel Ahmadabad

Got 2 consecutive appreciation letters from general manager of the hotel in the month of October 2019.
Got 97% marks in Quality performance review (QPR) in the month of October 2019

- Radisson Blu Hotel Oman
- Certified as an On-the-Job Skills Trainer.
- Acknowledged as departmental Star of the Month at Algassar Resort Doha in Sep'2013.

• PROFESSIONAL QUALIFICATION:

- 2015 MBA (Hospitality Management) from National Institute of Management Solution (NIMS), New Delhi. India (Correspondent Course)
- 2009 3 Years Hotel Management from Uttarakhand board of technical university (Amrapali institute of hotel management Haldwani) Nainital.
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• INDUSTRIAL TRAINING:

- Organization Name: Hotel Le Meridian, Ahmadabad
- Duration 6 Months

IT FORTE:

- Well versed with Windows, MS Office, and Opera 4.0.03.03 Version and Internet Applications

ADDRESS:

- Date of Birth 12th August 1984
- Place Haldwani (Uttarakhand)
- Languages Known English Hindi