

in [tapan-kumar-sahu-39714227](#)

Date of birth: 15 June 1984

Nationality: Indian



Tapan Kumar Sahu

Executive Housekeeper

+97477405860 sahutapan@ymail.com [Doha, Qatar](#)

PROFESSIONAL SUMMARY

Housekeeping Operations	❖ A competent professional with extensive years of experience in Housekeeping Operations, Team Management, Liaison & Coordination and Customer Service.
Customer Relationship Management	❖ Demonstrated abilities in keeping records and implementing housekeeping systems and procedures.
Training & Development	❖ Well equipped with Fidelio, IDS, Wish net & Opera Property Management System , and other office automation like M.S Office , as well as Adrenalin hr software, Jana and sky bayan software etc.
Hotel Operations and Management	❖ Pioneering efforts in maintaining cleanliness task such as carpet shampooing, spring cleaning & supervising all cleanliness activities.
Reporting & Documentation	❖ Pivotal contribution in maintaining and preparing monthly linen inventory report & ensure budget is controlled.
Quality Assurance	❖ Adept in verifying and supplying inventories & equipment's to ensure that proper quantities are available within the laundry complex.
Audit and classification	❖ Hands-on exposure in delivering and conducting training sessions for asst. managers, supervisors, and rank & file staff.
Covid protocol	❖ Strategically assertive with sound expertise in handling departmental financial reports.
Staff Management	❖ Proficient and focused in maintaining the rooms division.
Horticulture and landscaping	❖ Skilled in consulting with other teams and departments to ensure a consistent and holistic service is provided to residents.
Luxury Banquet (Seven Seas Hotel)	❖ Holds the merit in ensuring health and safety requirements are met in all areas including staff, residents, and general house conditions.
Luxury Rooms operation (The Lalit Grand Palace, Srinagar)	❖ Hands on experience in managing of staff to guarantee consistent quality service provision.
Spread luxury Apartments and rooms, (The Mina Hotel & Residences by the Torch)	❖ An effective communicator with good analytical, leadership, interpersonal, planning, and problem-solving skills

SKILLS

Leadership

Cleaning & Sanitation

Multi-tasking

Problem Solving

Budgeting

Inventory Management

Safety Procedures

Time Management

Customer Service

Executive Housekeeper (September 2022 – Now)
Mina hotel and residences by The Torch / Qatar, Doha

Key Responsibilities:

- ❖ **Team Management & Support:** Leading and supporting team members during the pre-opening phase to ensure smooth operations.
- ❖ **VIP Guest Relations:** Personally, handling the stay of VVIP guests, including special arrangements during high-profile events like the **FIFA World Cup, Qatar Boat show, World horse championship** etc.
- ❖ **Unionized Environment Management:** Promoting and maintaining a safe and healthy work environment while supporting the unionized staff.
- ❖ **Fabric & Upholstery Expertise:** Leveraging experience in identifying and evaluating different fabrics, upholstery, and materials.
- ❖ **Hotel & Apartment Operations Leadership:** Overseeing the daily operations of 146 luxury hotel rooms and apartments, ensuring exceptional service delivery.
- ❖ **Property Inspections & Maintenance:** Conducting detailed inspections of public areas and guest rooms to assess physical condition and recommend necessary repairs or upgrades to furnishings and painting.
- ❖ **Staff Assignment & Duty Scheduling:** Preparing assignment sheets for room attendants and ensuring efficient delegation of duties to other staff members.
- ❖ **Guest Room & Public Area Cleanliness:** Ensuring the highest standards of cleanliness in guest rooms and public spaces.
- ❖ **Training & Performance Standards:** Identifying training needs and organizing development programs for room attendants to meet established SOPs and quality assurance standards.
- ❖ **Team Motivation & Learning:** Inspiring and supporting team members to continually improve their skills and contribute effectively to the hotel's operations.
- ❖ **Guest Experience & Cleanliness Standards:** Striving to maintain or exceed cleanliness standards and ensure a consistently positive guest experience as documented through feedback and quality checks.
- ❖ **Professional Appearance & Grooming:** Establishing high standards of personal appearance and grooming, ensuring that staff adhere to uniform and nametag policies.

Housekeeping Manager (October 2021- Sept 2022)
The Lalit grand Palace / Srinagar, India

Key Responsibilities:

- ❖ **Primary Point of Contact for High-End Guests:** Acted as the single point of contact for high-profile guests, including film stars, top entrepreneurs, and cricketers, ensuring exceptional service and personalized attention.
- ❖ **Guest Room Operations Management:** Supervised and managed the operations of 113 luxury guest rooms, including Maharaja suites, cottages, and palace rooms, ensuring premium service standards.
- ❖ **Preventive Maintenance Program:** Successfully implemented and managed the preventive maintenance program for guest rooms to ensure their optimal condition and minimize disruptions.
- ❖ **Cost Management & Profit Optimization:** Contributed to departmental profitability by introducing cost-saving techniques and closely managing the departmental GOP (Gross Operating Profit).
- ❖ **Staff Satisfaction & Relationship Building:** Promoted staff satisfaction by fostering strong, positive working relationships within the department, creating an engaging and productive work environment.
- ❖ **Staff Development & Training:** Conducted regular counseling sessions and facilitated continuous training programs for housekeeping staff to ensure consistent delivery of service excellence.
- ❖ **Cross Departmental Coordination:**
- ❖ **Front Office:** Collaborated with Front Office to anticipate guest arrivals and departures, ensuring seamless service.
- ❖ **Engineering:** Coordinated with the Engineering team for room maintenance, repairs, and upgrades (including refurbishing and renovations).
- ❖ **Personnel:** Worked with Personnel for labor market surveys, staff recruitment, transfers, and promotions.
- ❖ **F&B:** Managed coordination with Food & Beverage for furniture cleaning, pest control, and refurbishing.
- ❖ **Purchasing:** Coordinated with Purchasing for market price comparisons and testing of new products for efficiency and quality.
- ❖ **Laundry Operations:** Oversaw laundry operations, ensuring the daily handling of 1500 kg of wash load with high standards of cleanliness and efficiency.
- ❖ **Landscaping & Horticulture:** Managed 23 acres of landscaping and horticultural operations, ensuring that the grounds maintained a pristine and welcoming appearance.

Assistant Executive Housekeeper (July 2017- Sept 2021)
Seven Seas Hotel / New Delhi, India

Key Responsibilities:

- ❖ **Customer Service Excellence:** Significantly improved customer service ratings through the implementation of continuous improvement plans, ensuring a consistently high standard of guest experience.
- ❖ **Team Management & Leadership:** Managed a diverse team of 120 members, formulating and executing departmental business plans to meet operational goals and objectives.
- ❖ **Profit Achievement:** Accountable for achieving the target Gross Operating Profit (GOP) annually, ensuring financial targets were met through effective operational management and cost controls.
- ❖ **Room Product Innovation:** Led efforts to enhance the room product through continuous innovation and development, improving guest satisfaction and operational efficiency.
- ❖ **Training & Development:** Designed and implemented departmental training plans, facilitating cross-functional initiatives to

promote multi-skilling among team members and enhance operational flexibility.

- ❖ **Staff Mentoring & Adoption of Standards:** Spearheaded staff training and mentoring programs to ensure smooth transition and adoption of new operational standards and service protocols.
- ❖ **Employee Retention:** Led initiatives to reduce employee turnover by fostering team-building programs and improving workplace culture and engagement.
- ❖ **Reporting & Communication:** Reported directly to the Executive Housekeeping Manager (EHK), General Manager (GM), and hotel ownership, providing updates on performance, financial, and operational improvements.

Executive Housekeeper (June 2016- June 2017)

Country Inn & Suites by Radisson / New Delhi, India

Key Responsibilities:

- ❖ **Department Setup & Reorganization:** Strategically established and reorganized the department to streamline operations and improve efficiency.
- ❖ **Contract Finalization & Outsourcing:** Finalized contracts for various activities, particularly focusing on managing outsourced workers, ensuring service quality and cost control.
- ❖ **Team Recruitment & Development:** Led the recruitment process, including interviewing and selecting team members to build a skilled and efficient workforce.
- ❖ **Room & Public Area Inspection:** Formulated and executed a comprehensive snag list for all guest rooms and public areas, ensuring high standards of quality and guest satisfaction.
- ❖ **SOP & Policy Implementation:** Ensured the smooth operation and adherence to departmental SOPs, policies, and procedures, fostering consistency and excellence in service delivery.
- ❖ **Budget & Quantity Management:** Managed and controlled the departmental bill of quantities, overseeing resource allocation to maintain budget adherence and operational efficiency.
- ❖ **Cross-Departmental Operations:** Took charge of the operations for Front Office, Spa, and Gym for a six-month period, ensuring seamless coordination and high-level service delivery across multiple departments.

❖ **Tivoli Garden Hotel & Resort-New Delhi as Executive Housekeeper (Apr'14-May'16)**

❖ **Country Inn & Suites by Radisson (Pre-opening)-Kandla, Gujarat as Executive Housekeeper Aug'2012 – Mar'14**

❖ **The Seasons Hotel (Rebrand as Lemon Tree)- Housekeeping Manager (joined as Assistant Manager and promoted as HOD) Nov'2008-Jul'2012**

❖ **Taj Palace -New Delhi as Housekeeping Supervisor, Oct'2007- Nov'2008**

❖ **Suryansh Group of Hotel & Resort -Bhubaneswar as HK Supervisor & Room Attendant, Aug'2004-Nov'2006**

EDUCATION

- ❖ Pursuing MBA in HR from Sikkim Manipal University (Distance)
- ❖ Diploma in Hotel Management - IHM. Bhubaneswar, India
- ❖ Bachelor's in arts (Political Science Hons.)- Govt. Autonomous College, Orissa, India

Training

- ❖ Industrial Training (20 weeks) (May 2007 – Aug 2007) **Taj Residency**, Vishakhapatnam, Andhra Pradesh.
- ❖ Industrial Exposure (4 weeks) (Dec 2006 – Jan 2007) **May Fair Lagoon**, Bhubaneswar, Orissa

Personal

- ❖ Father's name: Late Mr. Ganesh Chandra Sahu
- ❖ Date of birth: 15th June 1984
- ❖ Nationality: Indian
- ❖ Marital status: Married
- ❖ Language: English/Hindi/Oriya

Declaration

I affirm that the information furnished in this resume is true and correct to the best of my knowledge.

Date.....

Tapán Kumar Sahu