

DURGESH SHARMA

Adarsh Market, Dabok

Udaipur (Rajasthan) INDIA

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**Professional Summary**

Meticulous Executive Housekeeper using 13 years in hospitality industry to maintain highest standards of cleanliness and staff efficiency. Additional skills include time management, employee follow up, and motivation as well as providing excellent customer service through highly-organized services.

AREA OF INTEREST: ROOM DIVISION OPERATIONS & MANAGEMENT**PROFESSIONAL EXPERIENCE****Executive-Housekeeper**

The Fern Residency Udaipur (CONCEPT HOSPITALITY)

April 2024 to Presently

- Maintained excellent relationship with cleaning staff while merging lines of communication with front desk employees to achieve timely execution of cleaning duties.
- Conducted regular inspections of guest rooms and common areas, ensuring adherence to established quality standards.
- Increased productivity levels by implementing time-saving strategies such as enhanced scheduling methods or task prioritization techniques.
- Developed and implemented effective training programs for new hires, resulting in a well-prepared and competent staff.
- Managed budgets for labor, supplies, and equipment, optimizing resource allocation while maintaining service excellence.
- Regularly reviewed performance metrics to identify potential areas for improvement in both individual staff members' performances as well as overall departmental efficiency.
- Reduced staff turnover by creating an inclusive work environment that fostered teamwork and open communication among employees.
- Mentored junior housekeeping staff members, fostering a supportive team environment and promoting professional growth.
- Participated in and organized regular safety training initiatives to maintain cleaning staff that was cautious around cleaning supplies and highly professional.
- Collaborated with hotel management to address guest concerns, improving overall guest experience and retention rates.
- Addressed maintenance issues proactively by coordinating with the engineering department to ensure prompt resolution.
- Provided exceptional customer service support for VIP guests or clients with specific needs or requests.
- Enhanced guest satisfaction by efficiently managing housekeeping operations and maintaining high standards of cleanliness.
- Maintained accurate records of room status information, enabling efficient room assignment processes during peak occupancy periods.

- Implemented eco-friendly practices within the department, reducing environmental impact and increasing sustainability efforts.
- Streamlined inventory control processes for improved cost management and reduced waste in housekeeping supplies.
- Ensured strict adherence to safety guidelines by regularly reviewing procedures with staff members and conducting safety drills.

**Assistant Housekeeping Manager
The Fern Residency Udaipur (CONCEPT HOSPITALITY)**
June 2023 to March 2024

- Collaborated with maintenance teams to address urgent repair needs, minimizing operational downtime in guest rooms.
- Prioritized tasks according to urgency, ensuring timely completion of projects without sacrificing quality standards.
- Successfully maintained excellent scores on internal audits (96% in Tac Audit) by staying up-to-date with best practices in the housekeeping industry.
- Fostered a positive work culture by promoting teamwork and encouraging open communication among staff members.

**Team Leader Mansion Upkeep
RAFFLES (ICONIC) UDAIPUR Accor Hotels (101 well-appointed rooms & suites)**
June 2022 to June 2023

- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.
- Empowered team members by delegating responsibilities according to individual strengths and areas of expertise.
- Managed conflict resolution among team members, fostering a positive and collaborative work environment.
- Maintained an inclusive and diverse team culture, promoting respect and understanding among all members.

**Housekeeping Executive
Radisson Blu Palace Resort & Spa Udaipur (244 well-appointed rooms & suites)**
September 2021 to May 2022

- Assisted in the planning and execution of special events that required additional housekeeping support such as weddings or conferences held at the hotel premises.
- 240 room Inventory
- Managed scheduling, task assignments, and performance evaluations for a team of housekeeping staff members.
- Designed all housekeeping policies and procedures according to required standards and scheduled all rotational duties for staff

Housekeeping Supervisor**Fairmont The Palm Dubai – Accor hotels** (391 well-appointed rooms and suites)

February 2017 to December 2020

- Certified Train the Trainer
- LAQ Expert (96% Score 2019)
- Departmental head during Covid_19
- Pre-Opening Expert - S Hotel Dubai (Deputation)
- Conducted regular room inspections to verify compliance with housekeeping standards.
- Placed orders for housekeeping supplies and guest toiletries.
- Communicated repair needs to maintenance staff.
- Assigned housekeeping staff to specific shifts and room blocks based on abilities and daily requirements.

Guest Service Associate**Radisson royal hotel Dubai**

November 2015 to February 2017

Renovation Expert

Guest Service Associate**Metropolitan Palace – Al Habtoor**

March 2015 to October 2015

Guest Service Associate**Flora Park Deluxe Hotel Apartment, Deira City Centre, Dubai**

May 2013 to September 2014

COURTYARD BY MARRIOTT, AHMEDABAD, INDIA

INTERNSHIP: All Operational Department

October 2011 to March 2012

ACHIEVEMENT

- Successfully Completed Fairmont Train the Trainer Program

EDUCATION

- **B.Sc. Hotel Management** from Pacific Institute of Hotel Management, Udaipur, Rajasthan in the year 2013 (Pacific University)

COMPUTER SKILLS

- OPERA PMS
- InnkeyPMS
- Microsoft Office

SPECIAL SKILLS

- Housekeeping knowledge
- Task Delegation
- Inventory Control
- Health and Safety Regulations
- Staff Training and Development
- Quality Assurance
- Eco-friendly Practices
- Attention to Detail

PERSONAL PROFILE: -

Date of Birth: 13-08-1987
Father's Name: M.L. Sharma
Marital Status: Married
Gender: Male
Language Known: Hindi, English

REFERENCES

UP ON REQUEST

DECLARATION: -

I hereby declare that the information furnished above is true to the best of my knowledge.

Date:

DURGESH SHARMA

Place: