

UTKARSH SHARMA

Indra Nagar, Tundla (Firozabad) Uttar Pradesh - 283204

OBJECTIVE

An intellectual and keen learner, with a passion for improving operations and team dynamics. A fast and adaptable learner, I aim to contribute my technical and interpersonal skills to an organization that encourages both personal and professional growth. My goal is to excel in the role of Assistant Manager, Housekeeping, utilizing my experience in hospitality, leadership, and customer service to improve guest satisfaction and team efficiency.

PROFESSIONAL EXPERIENCE

Courtyard by Marriott – Raipur

Executive, Housekeeping

September 2023 – Present

- Lead daily housekeeping operations and provide guidance to room attendants and house attendants.
- Assist in training, hiring, and on boarding new team members.
- Collaborate with departments such as Front Office, Food & Beverage, and Spa to ensure seamless guest service.
- Inspect guest rooms for cleanliness and provide ongoing feedback to the team.
- Ensure adequate levels of supplies and materials, requesting replenishments as needed.
- Handle guest complaints and special requests promptly and professionally.
- Oversee lost and found protocols, ensuring items are managed according to hotel policies.
- Motivate and inspire the team, ensuring goals are met daily and fostering a positive work environment.
- Ensure high standards of cleanliness, hygiene, and presentation are maintained.
- Monitor inventory and manage stock of cleaning supplies, linens, and amenities.
- Train, mentor, and evaluate housekeeping staff for quality and efficiency.
- Coordinate with front office and maintenance departments for room readiness.
- Maintain housekeeping records, reports, and shift logs.
- Enforce safety, health, and sanitation policies and procedures.
- Assist in preparing and managing housekeeping budgets and cost control.
- Motivate staff and promote a positive and productive work environment.

Sayaji Morbi – Morbi, Gujarat

Executive, Housekeeping

May 2023 – September 2023

- Trained and supervised housekeepers on cleaning and maintenance tasks.
- Ensured cleanliness and hygiene standards were maintained across guest rooms and public areas.
- Monitored staff performance and resolved any issues that arose on the job.
- Handled scheduling of shifts and arranged replacements in case of absence.
- Responded to customer complaints and special requests.
- Ensured the timely replenishment of cleaning supplies and led large cleaning projects.

The Fern Residency – Rajkot, Gujrat

Supervisor, Housekeeping

December 2022 – May 2023

- Supervised housekeeping staff, ensuring adherence to cleanliness and maintenance standards.
- Conducted daily inspections of rooms and public areas.
- Assisted with VIP guest services and personalized room treatment.
- Liaised with the Front Office and Engineering departments to meet guest and hotel requirements.
- Trained staff and led operational improvements in housekeeping procedures.
- Managed room allocations, prioritizing arrival rooms and maintaining high-quality standards.

Hyatt Ahmedabad – Ahmedabad, Gujarat

Guest Service Associate, Housekeeping

July 2021 – March 2022

- Make sure guest rooms and public areas are clean, tidy, and ready on time.
- Help check rooms after cleaning to ensure everything meets quality standards.
- Respond quickly and politely to guest requests (extra towels, pillows, etc.).
- Restock housekeeping trolleys with linens, amenities, and cleaning supplies.
- Report any maintenance issues (like broken lights or leaky taps) to the right team.
- Keep track of which rooms are cleaned, vacant, or occupied.
- Work closely with other departments, like the front office, for smooth coordination.
- Follow hygiene and safety rules while using cleaning equipment and chemicals.
- Help with deep cleaning or special room setups when needed.
- Greet guests in hallways with a friendly attitude and be ready to assist.
- Keep your work area (like pantries and trolleys) neat and organized.
- Support laundry operations when needed, like delivering fresh linen.

Clarks Amer Jaipur – Jaipur, Rajasthan

Guest Service Associate, Housekeeping

January 2020 – March 2020

- Provided excellent customer service, responding to guest requests promptly.
- Ensured cleanliness and maintenance of guest rooms and public areas.
- Collaborated with team members to maintain a safe and secure environment.
- Assisted in adhering to hotel policies, health, and safety standards.
- Maintained guest rooms, cleaned, and restocked amenities as per hotel standards.
- Reported maintenance issues and provided excellent guest services.
- Ensured proper handling of linens and worked effectively as part of the team.

ITC Fortune Park – Gujrat

Industrial Training

March 2019 – August 2019

- Gained exposure to various hotel departments, including Front Desk, Housekeeping, Food and Beverage, and Kitchen.
- Assisted in operations, learned company policies and customer service skills.
- Observed and assisted with tasks related to cleanliness, guest services, and time management.

EDUCATION

Kukreja Institute of Hotel Management, Dehradun, Uttarakhand
Diploma in Hotel Management – 2019
CGPA: 6.5/10

Mildredian Sacred Senior Secondary School, Tundla, Firozabad
High School (10th) – 2016
CGPA: 6.2/10

PROFESSIONAL SKILLS

- Ability to maintain cleanliness and hygiene standards
- Proficient in housekeeping procedures and departmental coordination
- Familiar with housekeeping inventory and supply management
- Knowledge of safety and sanitation policies in the hospitality industry
- Flexible schedule including working on weekends.
- Detail oriented with the ability to work well under pressure.
- Time management
- Supervising and Inspecting
- Multitasking

PERSONAL SKILLS

- Strong leadership and team management skills
- Excellent communication and interpersonal skills
- Customer-focused with problem-solving abilities
- Time management and attention to detail
- Empathetic leader with the ability to motivate and guide team members

SOFTWARES

- Knowledge of IDS
- Knowledge & Key Understanding of Operas & infrasys and Micros
- Knowledge of Innkeys (PMS)

Declaration

I hereby declare that the information provided above is true to the best of my knowledge and belief.

Date:

Place:

Utkarsh Sharma

