

CURRICULAM VITAE



SADDAM KHAN

Email: saddamkhan1251@gmail.com

ContactNo: +917509525903

PROFILE SUMMARY

- A competent professional with over 8 years of experience in Hotel Operations, Training & Development & Client Servicing.
- Ensured the prompt resolution of employee grievances & maintained cordial employee relations
- Mapping client's, identifying improvement areas & implementing measures to maximize guest satisfaction levels
- Adroit in interacting with customers to know the areas of concern which can be improved
- An excellent communicator with strong leadership and motivational abilities

CORE COMPETENCIES

- Housekeeping Operations
- Guest Relationship Management
- Hotel Operations
- Training & Development
- Team management

CURRENT RESPONSIBILITIES

- Responsible for efficient and orderly management of cleaning, servicing and repairing of guest rooms and Public area.
- Ensure excellence in housekeeping sanitization, safety, comfort and aesthetics for

hotel guests.

- Prepare staff duty rosters and supervise the discipline and conduct of staff.
- Ensure proper communication within the department by conducting regular meeting with the team.
- Check the reports, files, registers maintained in the department.
- Evaluating, counseling, and motivating employees.
- Reporting any maintenance problems, safety hazards, accidents or injuries to Senior Managers.
- Checking VIP rooms and inspecting them (as per Brand Standard) and monitoring the work of the floor with Team members.
- Coordinating with the engineering team for PPM or any other major maintenance.
- Coordinating with Front office for rooms for VIP Blocking
- Responsible for departmental participation and performance in various activities.
- Maintaining guest history to keep records of guest needs & circulating it to everyone, to serve them exceeding their expectation
- Responsible for regular Inventories Linen, Guest Supplies, Minibar, Machine & Equipment, OE inventory.
- Knowledge about different types of Machineries i.e. Dry & Wet vacuum, Swingo, Single disc, Jet pressure, Carpet Shampooing Machine.

WORK EXPERIENCE

- Organization : Currently working in Satya shushila Hotel and resort Indore(60Room)
Designation : Housekeeping Excutive (HOD)
- Organization : Impression facilities services Indore
Designation : Housekeeping Sr. Supervisor
Duration : 8th December 2022 to 26 August 2024
- Organization : Essentia luxury hotel and resort Indore (108 Rooms)
Designation : Housekeeping Supervisor
Duration : 10th December 2021 to 15 August 2022
- Organization : Express 11 Hotel Itarsi (42 Rooms)
Designation : Housekeeping Supervisor
Duration : 27th November 2020 to 10 July , 2021

- Organization : Sayaji hotel Bhopal (20 Room)
- Designation : Sr.Room attendand
- Duration : 16th February 2016 to 24 April 2020 .

Education Qualification

- SSC (X) from Barkatullah University Bhopal in 2011.
- HSC (XII) from Barkatullah University Bhopal in 2013.
- BA from Barkatullah University Bhopal in 2016.

PROFESSIONAL STRENGTH

- Interpersonal skills.
- Dedicating& hard working.
- Striving for perfection in my work expertise.
- Very Punctual & responsible.
- Focus on the Quality of work rather than the usual working hours.

HOBBIES

- CYCLING
- TRAVELLING
- CIRKET

PERSONAL INFORMATION

- Name : SADDAM KHAN
- Father Name : RAPHEEK KHAN
- Address for Correspondence : Village Bisoni kalan– 461223
District – Narmadapurm (Hoshangabad)M.P.
- Date of Birth : 05th July, 1994
- Sex : Male
- Marital status : Married
- Nationality : India
- Languages Known : English, Hindi,

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place:

Date :

SADDAM KHAN