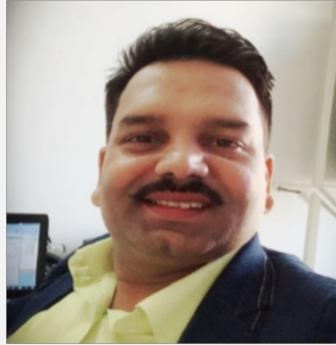


Resume



Vipin Kumar

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Seeking Assignments in Hospitality Industry or Facility Management (Soft Services)

With comprehensive skills; experience; knowledge in:-

Housekeeping Operations

With around 11 years of experience in the Hospitality and Facility Industry was associated as an **Asst. Operation Manager with OCS International Facility Management Company at sector-63 Noida, Uttar Pradesh.** deft at developing and following up the service standards/ operational policies, with a good track record of planning & implementing effective control measures to reduce running costs of the Unit. Proficiency in devising strategies to streamline operations; augmenting visibility & customer preference across the career span. Designing and implementing training programs for bringing keen customer focus, high energy level and team spirit in the employees. Excellent communication, inter-personal, liaison & problem solving skills; ability to work in multi-cultural environment. Knowledge of machineries, chemicals and all safety procedures and can trend staffs according to the standard of the company with proper training classes.

Career Contour

- **Asst. Operation Manager** - (Lost my Job due to Covid – 19 Pandemic in April 30th, 2020)
OCS International Facility Management Company Sector – 63 Noida.
January, 2020 to April, 2020

Short Description about property – OCS is a UK based International facility Management Company start in 1900. Company having 20,000 customers around the world in sector including health care, manufacturing and retail. Company provides manpower for housekeeping services and for technical services both on contract basis in sectors including Hotels and Resorts.

- **Job Responsibilities :-**

Ensure to maintain high level operations and innovation plans on site.
Maintain Site Budget and site GOP
Meet site requirement and KPI upto 85%
Execution to site staff training for their work improvement
Create new business leads from existing client
To ensure attrition should be less than 25%
Support in 100% collection of payment & invoicing for client as per the targets



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Staff recruitment as per site requirement.

Attendance & invoice cross check and verify by client on monthly basis

Timely requirement and delivery of consumable & chemicals at site

To address grievances of site employee and providing their solution.

Preparation of check list / Job description and implementation on site

Client meeting and addressing the highlighted concern at site.

- **Executive Housekeeper**

Gargee Group of hotels, Patna (Bihar) - (A Unit of Gandiv Builders & Engineers Pvt. Ltd.)

June.2019 to 2nd January. 2020

Short Description about property – The property is having 64 rooms, 1 Coffee shop, 1 roof top Barbeque Restaurants and 7 Banquet situated in the city Patna, the capital of Bihar state. The property is having all the modern facilities like swimming pool, Gymnasium, Multi cuisine restaurant of 50 covers which serves delicious authentic veg. & non veg dishes.

- **Job Responsibilities :-**

Evaluated work of all employees and initiated disciplinary action.
Provided assistance to new team member and provided mentorship.
Inspected grooming for all the employees to maintain tidiness
Reviewed cleaning methods on periodical basis to ensure cleanliness.
Analysed activities and recommended improvements to department.
Ensured compliance to company guidelines and procedure.
Monitor everyday operations for housekeeping department.
Reports to General Manager for all the operations.
Inspect public areas and rooms to ensure cleanliness.
Checks laundry operation for the quality & hygiene.
Monitor inventory records for all housekeeping supplies & amenities.

- **Executive Housekeeper**

Tree House Hotel, Club & Spa, Bhiwadi Rajasthan (A Unit of Aashiana Housing Ltd.)

Sept.2018 to June, 2019.

Short Description about property – It's a 101 room's heritage property with 1 Presidential suits, situated in the heart of the city of Bhiwadi, Rajasthan with 2 multi cuisine restaurants of 160 covers which serves the food from all the region of national and International cuisine. 03 Lawns of up to 1500-2000pax capacity, 01 authentic traditional Japanese Restaurant of 40 covers which serves delicious authentic veg. & non veg. 01 Billiard rooms, 01 squash room, 01 card Room, 01 Lawn Tennis, 01, table Tennis, 01 Table Tennis Room, 01 Library hall, 03 Board room for conferences and meetings, 01 Bar, Swimming pool, and Gym.

- **Job Responsibilities :-**

Inspected grooming for all the employees to maintain tidiness
Reviewed cleaning methods on periodical basis to ensure cleanliness.
Analysed activities and recommended improvements to department.
Ensured compliance to company guidelines and procedure.
Evaluated work of all employees and initiated disciplinary action.
Provided assistance to new team member and provided mentorship.
Monitor everyday operations for housekeeping department.
Reports to General Manager for all the operations.
Inspect public areas and rooms to ensure cleanliness.
Checks laundry operation for the quality & hygiene.
Monitor inventory records for all housekeeping supplies & amenities.

- **Service Manager (HOD) (Asst. Manager Housekeeping)**

Sterling Goa-Bardez, A Sterling Holiday Resort (Sterling Holidays Ltd.)

June, 2016 – August., 2018



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- **Short Description about property** – It's a 74 room's property situated in the heart of the city of Goa with 01 multi cuisine restaurant of 75 covers which serves a variety of delicious foods and beverage, 01 Bar and Swimming pool with pool bar facility and 2 banquet halls with 250 pax capacities.

- **Job Responsibilities :-**

Evaluated work of all employees and initiated disciplinary action.
Provided assistance to new team member and provided mentorship.
Inspected grooming for all the employees to maintain tidiness
Reviewed cleaning methods on periodical basis to ensure cleanliness.
Analysed activities and recommended improvements to department.
Ensured compliance to company guidelines and procedure.
Monitor everyday operations for housekeeping department.
Reports to General Manager for all the operations.
Inspect public areas and rooms to ensure cleanliness.
Checks laundry operation for the quality & hygiene.
Monitor inventory records for all housekeeping supplies & amenities.

- **Sr. Housekeeping Executive**
Club Mahindra, Jaisalmer (Mahindra Holidays & Resorts India Ltd.)
Oct.2015 – June.2016

Short Description about property – It's a 72 room's property situated in the Golden City of Rajasthan called Jaisalmer with 1 Restaurant with a multi cuisine of 85 covers which serves a variety of delicious foods from all the region of world. 01 Bar, Swimming pool, Gym and 2 gardens for parties and marriages with the capacity of 800 to 1000 pax.

- **Job Responsibilities:-**

Developed Monthly Roster for coordinators & Supervisors.
Evaluated work of all employees and initiated disciplinary action.
Provided assistance to new team member and provided mentorship.
Inspected grooming for all the employees to maintain tidiness
Reviewed cleaning methods on periodical basis to ensure cleanliness.
Analysed activities and recommended improvements to department.
Ensured compliance to company guidelines and procedure.
Supervise everyday operations for housekeeping department.
Reports to General Manager for all the operations.
Inspect public areas and rooms to ensure cleanliness.
Checks laundry operation for the quality & hygiene.
Monitor inventory records for all housekeeping supplies & amenities.

- **Asst. Manager Housekeeping (HOD)**
Laxmi Niwas palace, Bikaner (A Unit of Rajasthan Fort & Palace Pvt. Ltd.)
Duration - April 2015 – October 2015
Transferred from Suryagarh, Jaisalmer to Hotel Laxmi Niwas Palace, Bikaner as an (HOD) Assistant Executive Housekeeper

Short Description about property – Its a 65 rooms property situated in Bikaner City having 2 Restaurants capacity of 150 covers which serves a variety of delicious foods, 01 Trophy Bar, Billiards Room, 1 reading room, Swimming Pool, 1 Conference Room and a Huge Lawn with the capacity of 2500 pax.

- **Job Responsibilities:-**

Developed Monthly Roster for coordinators & Supervisors.
Evaluated work of all employees and initiated disciplinary action.
Provided assistance to new team member and provided mentorship.



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Inspected grooming for all the employees to maintain tidiness
Reviewed cleaning methods on periodical basis to ensure cleanliness.
Analysed activities and recommended improvements to department.
Ensured compliance to company guidelines and procedure.
Supervise everyday operations for housekeeping department.
Reports to General Manager for all the operations.
Inspect public areas and rooms to ensure cleanliness.
Checks laundry operation for the quality & hygiene.
Checks laundry operation for the quality & hygiene.
Monitor inventory records for all housekeeping supplies & amenities.
Ability to coordinate with various people.

- **Housekeeping Executive**
Suryagarh Jaisalmer (A Unit of Rajasthan Fort & Palace Pvt. Ltd.)
Duration – August, 2015 – April, 2016.

Short Description about property – It's a premium resort with 8 categories of 80 rooms and 4 Thar Luxurious Havelies, The Resort spreads in 45 Acre, situated in the heart of the Golden City Jaisalmer, Rajasthan with 02 restaurant, 01 luxurious Spa, 01 Gym, 01 indoor swimming pool, 01 Lake Garden and 1 celebration garden.

- **Job Responsibilities:-**

Knowledge of housekeeping processes and regulations
Developed Monthly Roster for coordinators & Supervisors.
Evaluated work of all employees and initiated disciplinary action.
Provided assistance to new team member and provided mentorship.
Inspected grooming for all the employees to maintain tidiness
Reviewed cleaning methods on periodical basis to ensure cleanliness.
Analysed activities and recommended improvements to department.
Ensured compliance to company guidelines and procedure.
Supervise everyday operations for housekeeping department.
Reports to Housekeeping Manager for all the operations.
Inspect public areas and rooms to ensure cleanliness.
Checks laundry operation for the quality & hygiene.
Maintains inventory records for all housekeeping supplies & amenities.
Ability to perform in various situations.

- **Housekeeping Executive**
Noor Mahal, Karnal, Haryana (A Five Star Luxury Hotel)
Duration – December, 2011 – August, 2014

Short Description about property – It's a Luxury Hotel situated in Karnal, Haryana, and The city of KARNA. The Hotel having 1 Coffee shop, 01 Restaurant, 01 Luxury spa, 03 Huge Lawn with the capacity of 2500 pax approx with 03 Banquet halls with 2000 pax capacity, 01 Meeting Hall with a multi cuisine restaurant which serves a variety of delicious foods from all the region of world, 01 Bar, Swimming pool, Gym & Spa, Activity Centre like basket Ball, Lawn tennis, Volley ball etc.

- **Job Responsibilities:-**

Knowledge of housekeeping processes and regulations
Developed Monthly Roster for all Housekeeping Staff.
Provided assistance to new team member and provided mentorship.
Inspected grooming for all the employees.
Check all guest quarries & handle the things as per their requirements.
Provide reports to Housekeeping Manager for betterment of department.

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Ensured compliance to company guidelines and procedure.
Supervise everyday operations for Front Office department.
Reports to Housekeeping Manager for all the day to day operations.
Maintains guest records for all guest birthdays & Anniversaries.
Ability to perform in various situations.

Supervisor Housekeeping

During this period worked with Radisson Blu Metropolis Hotel, Rudrapur, Uttarakhand and the Westin, Gurgaon on contract of Surya Enterprises.

Duration – January, 2011 – December, 2011

• **Job Responsibilities:-**

Knowledge of housekeeping processes and regulations
Inspected grooming for all the employees.
Check all public areas & rooms to maintain high level of standard.
Ensured compliance to company guidelines and procedure.
Supervise everyday operations for housekeeping department.
Reports to Housekeeping Manager for all the day to day operations.
Maintains inventory records for all housekeeping supplies & amenities.
Ability to perform in various situations.

• **Key Deliverables**

Operations Management

- 1 Strategizing the long/ short-term directions by forecasting the future manpower requirement and designing plans for acquiring requisite skills and competencies.
- 2 Training & development initiatives for improved productivity, building capability and quality enhancement.
- 3 Coordinating with potential guests to understand their requirements & customise product & services.
- 4 Ensuring smooth operation of the House Keeping Dept.

• **Inventory, Equipment & Quality**

- 6 Conducting & convey feedback to operating staff as well as managers for gaps in actual Vs standardised norms.
- 7 Checking standards of services & liaising with the stores for daily needs & supplying for Rooms and public area.

• **Client Servicing**

- 8 Ensuring customer satisfaction by achieving delivery of service quality norms by interacting with guests, handle guests requests & resolving complaints.
- 9 Executing policies & procedures in the operating systems to achieve greater customer delight.
- 10 Conducting training sessions for the staffs along with dealing with customer's complaint.
- 11 Checking service standards.

Academic Credentials

2014 Graduation from MJPRU, Bareilly, U.P in Double English.

2010 Diploma in Tourism & Hotel Management from Royal College of Hotel Management & Professional Studies, Meerut- U.P.

2008 12th from A.K.I Paindapur Moradabad, U.P Board.

2002 10th from R.P Inter College Kalagarh, Uttarakhand.



Resume

Industrial Trainings

Completed 22-weeks' Industrial Training, from Hotel Retreat by Zuri, Goa.
(Zuri Group of Hotels and Resorts.)

Personal Dossier

Date of Birth: 01st June, 1986
Permanent Address: S/o "Mr UDAY RAM DHIMAN, B/ 387 NEW COLONEY KALAGARH, PAURI GARHWAL, UTTARAKHAND
Linguistic Abilities: English, Hindi and French (Learning)

Thanking you

Vipin Kumar
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