



## Curriculum Vitae

### **SUNIL KUMAR**

**Présent Address :** VPO –Badgaon Teh. Jhandutta Distt.Bilaspur Pin code -174029 Himachal Pradesh

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**Emil id:** sunil555thakur@gmail.com

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A hospitality professional with extensive experience in the field of Housekeeping operations. Have headed the housekeeping department for reputed Hotels establishments and Hospitals. Seeking assignments in **Hospitality Services/ Operations Management/ Training & Development** with an organization.

**Area of Competencies:** Talking to others to convey information effectively. Managing one's own time and the time of others. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Considering the relative costs and benefits of potential actions to choose the most appropriate one. Communicating effectively in writing as appropriate for the needs of the management and guest too. Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

#### **Professional Synopsis:**

Currently designated as **Assistant Manager Housekeeping** at **Rosetum Group Hotels & Resorts** with Adept at overseeing housekeeping procedures and policies to ensure that job standards are met. Responsible for cleaning and upkeep of Public area, Pest control. Proven ability of delivering value-added customer service and achieving customer delight by providing customized products as per requirements. Strong communication, inter-personal, liaison & problem solving skills with an ability to work in multi-cultural environment.

#### **1. Rosetum Group Hotels & Resorts**

Currently working

#### **Experience majestic views of beautiful hills and landscapes**

as you make your way to a dreamy vacation filled with pure bliss at Rosetum Kasauli, situated at the 6000 feet amidst oak forests and valleys near to Garkhal Chowk in Solan District of Himachal Pradesh.

The untouched natural beauty of Kasauli has made it popular amongst nature lovers. When you think Himachal Pradesh, one can imagine lush green hills, magnificent mountains, snow-capped peaks and so much more. Famous tourist spots are close by and can be accessed easily through the help of local transport. Our hotel is lavishly built and well-furnished with amazing facilities that make your stay a memorable one.

We don't need special occasions to make you feel special; Rosetum Kasauli is a place where every day is a celebration!

#### **RESPONSIBILITY**

- Responsible for smooth functioning of entire Public Areas, Rooms, Back Areas & Laundry Etc.
- Planning of Monthly Schedules
- Planning Duty Chart Chemicals Consumptions

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- Planning of Man Power
- Operational & Capital Budget Planning
- Month End Report
- Marble & Wooden Polishing, Carpet Shampooing
- Maintaining the Machinery etc
- Handling Recruitment and Performance Appraisal process.
- Motivating the staff and Answerable for the Team's Performance.
- Maintain the Relationship with all other Departments.
- Handling the Crisis
- Training of the Staff
- Planning Upkeep Quarterly Reports (Laundry, Chemicals and Guest Amenities etc.)

### **2. Keys Lite Mayfield Gurugram , Haryana**

Period 1st June 2018 to 20 Oct 2020 .

#### ***Core competencies of Assistant Manager Housekeeping position are:***

Located 6.9 km from Kingdom of Dreams, Keys Lite Mayfield Gurugram provides accommodations with free WiFi in Gurgaon. Featuring a 24-hour front desk, this property also provides guests with a restaurant. The property is 7.2 km from Iffco Road Junction and 8 km from MG Road.

At the hotel, the rooms have a desk. Every room is equipped with a private bathroom. At Keys Lite Mayfield Gurugram, rooms come with air conditioning and a TV.

A buffet breakfast is served daily at the property.

At the accommodation guests are welcome to use a fitness room.

1. Be responsible for efficient and orderly management of cleaning, servicing and repairing of guest rooms.
2. Be responsible for hotel linen and check its movement and distribution to room attendants.
3. Keep an inventory of all housekeeping supplies and check it regularly.
4. Provide front office list of ready rooms for allotment to guests.
5. Organize flower arrangements
6. Arrange training of staff within the department
7. Update records/ files/ registers etc.
8. Compile the maids roster.
9. Check the VIP and OOO rooms

### **3. The Sahar Pavilion, Bangalore, Karnataka**

Period: 18<sup>th</sup> April, 2017 to 15<sup>th</sup> May 2018

**About us:** A contemporary designed 59 key ultra-modern hotel is a landmark in Bangalore's central business district.

The polished cobbled entry welcomes you to the world of unbuttoned luxury. Glittering lobby, lounge bar, swanky restaurants, all day dining options, inviting swimming pool, well equipped gymnasium, health spa and over of banqueting and conferencing space. The Sahar Pavilion, Bangalore s new-age 4 star luxury business hotel of discerning choice. Set on

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an elevation amidst the heart of Bangalore's central business district near electronic city on Hosur Road, The Sahar Pavilion is the perfect destination for business travelers, tourists, medical visits and even quick getaways.

### ***Core competencies of Housekeeping Senior Executive position are:***

- Assisting the training of the new staff and re-training of the existing staff in order to maintain the required standards.
- Resolve any unobtrusive manner, complaints from guests with regard to housekeeping issues and to foresee any problems on the future shift and highlight the same to the Housekeeping Manager.
- Assigns workers their duties and inspects work for conformance to prescribed standards of cleanliness.
- Report, record and follow up maintenance faults on all designated blocks to ensure that occupied and released rooms are fully cleaned and functional; including recommending repairs and replacements to the Housekeeping Manager. Investigates complaints regarding housekeeping service and equipment, and takes corrective action.
- Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments.
- Coordinates work activities among departments.
- Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
- Inventories stock to ensure adequate supplies.
- All times in the areas specified above.
- To comply with any reasonable request made by management to the best of my ability.
- ❖ **Clients Servicing**
- Ensuring customer satisfaction by achieving delivery of service quality norms by interacting with clients, handle guests requests & resolving complaints.
- Executing policies & procedures in the operating systems to achieve greater customer delight.
- Delivering high-value restaurant services to upscale clients for exalting their satisfaction levels
- Ensuring high quality services to achieve customer delight by extensive interaction with guest and quick resolution of problems.
- Coordinating with in-house and potential guests to understand their requirements and customize the product and services accordingly.
- ❖ **Training and Development**
- Conceptualizing & developing training & development initiatives for improved productivity, building capability and quality enhancement. Undertaking validation & development of courses as well as involved in training evaluation and assessing effectiveness, preparing budgets.
- Identifying training needs for corporate clients across levels through mapping of skills required for different roles and analysis of the existing level of competencies.

#### **4. Stylotel by jagadish , Bangalore, India**

**Period:** 15<sup>th</sup> july., 2015- 26<sup>th</sup> march, 2017

##### **About us -**

Celebrated as one of the city's best is, Stylotel By Jagadish in Bangalore. The hotel is strategically located in Brigade Road. Having been established in the year 2015, this hospitality destination has grown to become the ideal place for travelers and those on business to feel at home when in the city. Many have also reviewed the hotel to be among the sought after Hotels in Bangalore. The hotel functions from 00:00 - 23:59 all through the week. Catering to the convenience of its guests, the hotel makes available various payment methods to ease out the payment process . With the aim of pampering its guests to a thrilling experience, the hotel features a plethora of services . The hotel is also classified as a destination to resort to when in need of Hotels, 4 Star Hotels. When looking to satiate one's cravings, the in-house restaurant is where one can choose to either dine-in or order food online at the single click of a button. One can browse through the 10 photographs attached above, to better understand the space through these visual references.

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Over the years patrons have been constantly rating the hotel based on their experiences which now brings the property to a 4.1 rating value. It has a total of 10+ ratings. When in the city, be sure to enjoy a stay here as it is known to be one of the leading Hotels In Brigade Road.

### **About us**

#### ***Core competencies of Housekeeping Executive position are:***

- Advises manager, desk clerk, or admitting personnel of rooms ready for occupancy.
- Records data regarding work assignments, personnel actions, and time cards, and prepares periodic reports.
- Establishes standards and procedures for work of housekeeping staff.
- Inspects work to ensure proper standards of cleanliness. Monitoring Daily Operations in housekeeping.
- Supervises periodic cleaning tasks and ensures proper records are kept.
- Screens applicants, organizes training & recommends disciplinary action when needed
- Controlling the expenses in the department
- Making different kind of cleaning scheduled and monitoring.
- To promote efficiency, confidence, courtesy& an extremely high standard skill.

#### **5. Best Westren Plus, Banglore, India.**

Period: 11<sup>th</sup> May, 2014 to 25<sup>th</sup> July, 2015.

Position: **Housekeeping Supervisor.**

#### **6. The solitaire Banglore , india**

Period: 13<sup>th</sup> Oct, 2013 to 14 April. 2014

Position: **Housekeeping Supervisor.**

#### **7. The Monrach Luxur, Banglore, India**

Period: 1<sup>st</sup> dec 2012 to 20sept 2013

Position: **Trainee supervisor**

#### **8. Clark hotel khjurahoo Madhya Pradesh, India**

Position – Senior GSA

### **Work Achievements:**

- Awarded with **SAHAR PAVILION** as an Best Employees of the month.
- Awarded With keys lite Mayfield as an Best Employees of the month.

### **Academic Credentials & Computer Proficiency: .**

- Perusing Bachelor of Arts Degree from H.P University Shimla.
- Completed Diploma in Hotel Management from B.I.H.M Dharmsahala (H.P)
- .Completed hotel management industrial Treaning in Hotel Clark Khjurahoo ( M.P )
- Completed 12<sup>th</sup> from H.P Board Dharmsahala.
- Completed 10<sup>th</sup> from H.P Board Dharmsahala
- Working knowledge of Triton, MS Excel, MS-Word, Power Point,(Property Management System), Opera and IDS or outlook.

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### Personal Details

Father's Name : Mr. Prabha Ram  
Nationality : India  
Permanent Address : **VPO –Badgaon Teh. Jhandutta Distt.Bilaspur Pin code -174029 Himachal Pradesh**  
Religion : Hindu  
Marital Status : Single.  
Languages known : English, Hindi & Punjabi  
Sex : Male  
Date of Birth : 10.07.1991

Area of Interest : House Keeping

Hobbies : Watching Movie & Playing Cricket .

### Reliability:

I believe in doing every bit of work with the highest possible efficiency. Through loyalty alone would command strict reliability on my part. I realize that it is to my own interest to do your work well and as to getting it done promptly.

**Date:** -----

**Name: Sunil Kumar,**  
**Current Place: solan,HP.**