**CURRICULUM VITAE**

**Avneesh Kumar Chopra** 

Bank colony khushalpur, Moradabad

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**OBJECTIVE**

Intend to build a career with leading corporate of hi-techenvironment with committed & dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging & creative environment to reach the park of success using my hard work, sincerity and punctuality.

**SUMMARY:**   Highly knowledgeable and skillful Hotel Housekeeping, Food and Beverage, Sales manager with great experiencein taking overall responsibility for managing the sales andmarketing, housekeeping, Banquet, Front office and laundry operations of hotels to ensure product quality standards are met and that optimum service is provided to guests.

**ACADEMIC QUALIFICATION**

* 10thPassed From U.P Board with 68% marks in 2001.
* 12thPassed From U.P Board with 63% marks (PCM) in 2004.

**PROFESSIONAL QUALIFICATION**

* B.sc. Hotel Management & Catering from HNB Garhwal University, Uttarakhand in 2009.
* One year diploma in **Housekeeping Operations** from Alpine institute of management & technology Dehradun in 2005.
* One year diploma in computer applications in 2003.

**TECHNICALS SKILLS**

* Basic Knowledge of Computer.IDS and WinHMS ,Ms Office 2007 (Ms-word, Ms-excel, Ms-Power Point, Ms-access)

**WORK EXPERIENCE**

* 06 Months Industrial Training with **Best Western Group** in 2006.
* 01 year experience as a GSA with Hotel **Sobti continental Rudrapur (pre opening)** UK from september 2009 – september 2010.
* 01 year experience as a Room attendant with **Hotel Vivanta by Taj lucknow** from September 2010 to September 2011.
* 02 year experience as Housekeeping Executive with **Hotel Mansarovar Paradise Moradabad** UP from September 2011 – October 2013.
* 02 year experience as a Assistant manager Housekeeping with **Hotel Crown Plaza (IHG) Gurgaon** from October 2013 to August 2015.
* 02 year experience as Executive Housekeeper with **MB Greens Clarks Inn Moradabad UP** from july 2015 to july 2017
* **02 years experience as Executive Housekeeper with Cygnett group of hotels Nawanshahr Punjab (pre opening) from July 2017 to June 2019.**
* **Presently working as Executive House keeper With OSR Group Moradabad from June 2019 to till now Pre Opening.**

**POSITION SUMMARY:**

* Supervises all housekeeping employees, has the authority to hire or discharge, plans and assigns work assignments, give training for newly recruited employees, audit and inspects housekeeping personal work assignment and requisition supplies. Take care of the budget and budget controlling for the department.
* Supervises all housekeeping employees, hires new employees as needed, discharges employees when necessary and take disciplinary actions when policies are not followed. Evaluates employees in order to upgrade them when openings arise.
* Plans the work for the housekeeping department and distributes assignments accordingly. Assigns regular duties and special duties for housekeeping staff. Schedules employees and assigns extra days off according to occupancy forecast. Maintains a time log book of all employees within the department.
* Recruit and train new employees. Assigns new employees to work with experienced help. Checks on the work of these employees occasionally and observes the report made by the supervisors.
* Approves all supply requisitions, such as those for spreads and bathroom rugs. Maintains a lost-and-found department and is responsible for all lost-and-found items. Determines the rightful owner and send correspondences.

**Responsibility & Authority:**

* Responsible for cleanliness, orderliness and appearance of the entire Hotel.
* Ensure that rooms are made as per company standard.
* Prepare Annual Housekeeping Budget.
* Maintain par stock of guest supplies, cleaning supplies, linen and uniform.
* Organize inventories with Accounts and General Store for linen, uniform and fixed assets.
* Pay particular attention while organizing pest eradication activities.
* Develop and implement Housekeeping systems and procedures
* Prepare reports for management information.
* Assist Purchase department in selecting suppliers for items related to Housekeeping.
* Plan, control and supervise Horticultural activities.
* Attending and resolving guest complaints.
* Verification of supplies consignments.
* Organize on-the job training and evaluate its effectiveness.
* Approval of the Functional Manual of the department.
* Recommend recruitment of new personnel.

**Other Routine Responsibilities:**

* Daily inspection of public areas and employees locker rooms.
* Daily briefing of Supervisors/ Executives.
* Coordinating the preventive maintenance schedule of rooms and public area with maintenance department.
* Immediately attending to guest requests.
* Planning of monthly schedule and Duty rosters.
* Performed daily opening and closing balance& all other activities .
* Completed reports, verified status reports, reported status of all assigned sales to management and inputted into automated computer system.
* Managed Lost & Found program and Key Control Program.
* Ensured stock salesproducts were maintained with sufficient supplies.
* Assistted Managing director with customers supply, ordering, inventory, and monthly Stock inventory.
* Provided excellent customer service (internal and external), and maintained good knowledge of company services, operations, local area & attractions, etc.
* Provided training to new employees, and monthly safety training, effectively preventing injuries.
* Communicated effectively with Maintenance staff to ensure timely repair and maintenance throughout entire hotel.
* Communicated effectively with all hotel departments for all guest and operational needs.
* Ensured highest standards of cleanliness and quality, maintained high scores in guest surveys and regular company inspections.
* Planning of Man power and budgetary controls.
* Monitoring the wholeteam andcompanyand conducting products inventories & discarding procedures.
* Handling customers problem and laundry operation also.
* Complain and query handling and talking correctively action to achieve maximum customers satisfaction.
* Maintain the relationship with the staff and all other departments.
* Enjoy working in a team and helps others progress.
* Maintain all records and keep it up.
* Responsible for all operations.
* Motivate and brief to the staff.
* Counseling of all under control staff.

**PERSONAL DETAIL**

Father’s Nam. : Shri Mahaveer singh

Date Of Birth : 25/07/1987

Language Known : Hindi , English, Punjabi,Haryanvi

Nationality : Indian

Marital Status : Married

Gender : male

Religion : Hindu

Place :

Date : **(Avneesh Kumar Chopra)**