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| **CURRICULUM VITAE**  **Jasmine Chauhan**  Mobile: +91-8699220478  Email: [jaschauhanc@gmail.com](mailto:jaschauhanc@gmail.com)   |  | | --- | |  | | |
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**CAREER OBJECTIVE:**

An enthusiastic and motivated management professional with 8+ years of extensive experience in Housekeeping management, scheduling, and customer service and guest relations. A loyal contributor who consistently surpasses expectations. Flexible and easily adaptable to new environment as well always prefer to work in a challenging and competitive environment where I can use my competence and knowledge.

From past experiences and knowledge, I have acquired persuasive technique that made me indeed able to influence the team in completing the assigned tasks with a joy.

**Work Experience:-**

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| **Carnival Cruise Lines, LA,USA**  **Duration:** Dec 2013 till date  **Industry:- Cruise Lines**    **Designation**: Housekeeping Executive | * Motivating, Training and developing a team of multinational loyal employees * All the core process, core policies, core standard and MOT implemented * Reporting of daily operation to the Executive Housekeeper * Assisting the supervisor for their daily operation * Motivation, reviewing, coached and developing on a daily, weekly, monthly basis my great team! * Identify reliable suppliers of housekeeping material and recommend them to the purchase department * setting up and implementing the annual budget, Capex, organizing and controlling the Laundry, Dry Cleaning, Care of all carpets, fabrics and furnishings and stock control * Inventory control of the SOE, Linen, Uniforms and guest supplies |
| **Emirates Grand Hotel, Dubai UAE**  **Duration:** Aug. 2011 till Oct. 2013  **Industry:- Hotel**  **Designation:** Assistant HK manager | * Motivating, Training and developing a team of multinational loyal employees * All the core process, core policies, core standard and MOT implemented * Reporting of daily operation to the Executive Housekeeper * Assisting the supervisor for their daily operation * Motivation, reviewing, coached and developing on a daily, weekly, monthly basis my great team! * Identify reliable suppliers of housekeeping material and recommend them to the purchase department * setting up and implementing the annual budget, Capex, organizing and controlling the Laundry, Dry Cleaning, Care of all carpets, fabrics and furnishings and stock control * Inventory control of the SOE, Linen, Uniforms and guest supplies |
| **Aman Hotels and Resorts**  **Duration:** April 2010 till July 2011  **Industry:** Hotel  **Designation:** Housekeeping Supervisor | **Leadership**   * Be actively involved in building teamwork and enhancing the team’s commitment to their work and the hotel * Understand the hotel’s vision and brand personality and ensure it is integrated in your daily work practices * Actively and successfully train people to work according to hotel’s standards * Recognize outstanding individual performance in the team and deal with substandard performance fairly, immediately and constructively * Ensure all employees under my supervision are scheduled in accordance with business needs   **General Responsibility**   * Communicate in a friendly, tactful and professional manner with guest, suppliers as well as colleagues * Be informed and keep Manager informed of all matters that may affect your work, the hotel’s service or reputation * Always present a clean and tidy appearance in accordance with the hotel’s standards * Be flexible and open to change in job responsibilities, work area and/or roster to meet business needs * Be understanding, supportive, encouraging and helpful to guests as well colleagues * Care about work environment and make sure it is tidy and well maintained * Be reliable and ensure at work on time * Know the role in case of emergency such as Fire, Bomb etc. * Understand the Employee Handbook and comply with the standards it outlines |
| **Oberoi Hotels and resorts**  **Duration:** June 2009 till March 2010    **Industry: Hotel**  **Designation:** Housekeeping Supervisor | **Leadership**   * Be actively involved in building teamwork and enhancing the team’s commitment to their work and the hotel * Understand the hotel’s vision and brand personality and ensure it is integrated in your daily work practices * Actively and successfully train people to work according to hotel’s standards * Recognize outstanding individual performance in the team and deal with substandard performance fairly, immediately and constructively * Ensure all employees under my supervision are scheduled in accordance with business needs   **General Responsibility**   * Communicate in a friendly, tactful and professional manner with guest, suppliers as well as colleagues * Be informed and keep Manager informed of all matters that may affect your work, the hotel’s service or reputation * Always present a clean and tidy appearance in accordance with the hotel’s standards * Be flexible and open to change in job responsibilities, work area and/or roster to meet business needs * Be understanding, supportive, encouraging and helpful to guests as well colleagues * Care about work environment and make sure it is tidy and well maintained * Be reliable and ensure at work on time * Know the role in case of emergency such as Fire, Bomb etc. * Understand the Employee Handbook and comply with the standards it outlines |
| **The** **Grand Intercontinental, New Delhi**  **Duration:** Jan 2009 till May 2009    **Industry: Hotel**  **Designation:** Internship | * Take the reports and key, attend the morning briefing * Note the important messages, preferences * Start cleaning with the corridor, stair case and pantry once set up the trolley and cleaning attributes * Start to take the discrepancy and handover to supervisor * Start preparing arrival rooms if the rooms are vacant ( ALL the PPM to be set up if there is any) * Start cleaning all the occupied rooms by hotel’s SOP * Start cleaning departure rooms as per the Hotel’s SOP * Dusting/ vacuumed/ Moped all the areas at corridor/pantry/ staircase * Set up the trolley and cleaning attributes, clean the vacuum cleaner, report DND and handover the key and task sheet. |

**PERSONAL DETAILS:**

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| Name  Date of Birth  Nationality  Gender  Marital Status  Languages Known | Jasmine Chauhan  5 September 1989  Indian  Female  Married  English, Hindi & Punjabi |

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| **QUALIFICATION:**  2007 – July 2010 | **Degree in Hotel Management** from the Chitkara School of hotel management. Was the topper of the college in all semester |

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| **COMPUTER KNOWLEDGE:** | * Ms office, Excel * Working knowledge of Fidelio, Opera, P.M.S, M.M.S, , FMC, Oasis and etc. |

**REFERENCES:**

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| **Mr. Jose Shimin**  (EAM-Support Services -Alila  Jabal Akhdarl, Oman)  E-Mail:-[sjose@alilahotels.com](mailto:sjose@alilahotels.com)  Contact No: +96891387819 | **Mr. Pradeep Tiwari**  (Executive Housekeeper – Rove Dubai)  E-Mail:-  [roch.ehk@rovehotels.com](mailto:roch.ehk@rovehotels.com)  Contact No: +971566092071 |  |

**DECLARATION:**

I hereby declare that this information’s furnished above are true and to the best of my knowledge.

Date: 21/09/2017

Place: India

(Jasmine)