

## **RESUME**

Anil Babu Dasari  
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## **Looking for Property Manager**

### **Profile:**

- Energetic, intelligent, confident, result oriented and customer focused professional, currently part of a leading-edge organization where we strive to exceed expectations by adopting the philosophy of “Everything considered”.
- Self- assured, preferring an open, friendly but direct communication style. Assertive when necessary, remaining focused on achieving of hotel mission and department’s objectives.
- Effective communicator via high quality written verbal and visual presentation.

### **Professional Experience:**

## **Working in Starlit Suites Hotel Hyderabad (192Keys) (India) as a Accommodation Manager since April 2024 to till the date.**

### **Key Responsibilities**

- Acts to situations to ensure guests receive prompt attention and personal recognition throughout the hotel.
- Guaranteeing helpful, friendly, prompt & personalized services to patrons.
- Ensuring guest requirements & requests are promptly & efficiently responded to achieve guest satisfaction.
- Maintaining care & use of housekeeping supplies & equipment; performing regular inspections for sanitation, order, safety & proper performance of assigned duties.
- Inspecting storage rooms, utility & janitorial closets, etc., for upkeep & supply control.
- Responsible for maintenance of hygiene & cleanliness.
- Accountable for handling master keys to ensure safety & security of guest & hotel properties.
- Reporting to General Manager in implementing upgraded quality systems & procedures in the department if necessary.
- Assisting in effective handling of uniforms & linen.
- Handled housekeeping activities including cleanliness of the Public Area, Floors, and Laundry & Control Desk.
- Coordinated, monitored & responded to requests promptly & according to policies.
- Maintained room history while monitoring the operation of Laundry, Uniform & Linen Room.
- Responsible for daily cleaning of hotel guestrooms; deftly handled arrangements for VIP guestrooms.
- Provided training pertaining to safe & problem free use of machines & other equipment for housekeeping.
- Maintained housekeeping inventory.
- Supports and assists housekeeping personnel and all departments at peak periods.
- Ensures VIPs and Priority Club guests receive special attention...
- Monitors appropriate standards of conduct, uniform, hygiene and appearance of staff.
- Promotes inter-hotel sales and in-house facilities.

- Brand Compliance for Standard Evaluation. Condition, Cleanliness, Service Behavior,
- Support Green Engage initiatives
- Supporting the Community through CSR activities
- Brand Standard Audit preparation.
- Sharing KYS for employees.

## **People Management**

- Work within the company's Human Resource Management System to ensure the departmental performance of staff is productive. Duties include:
  1. Plan for future staffing needs.
  2. Prepare detailed induction programmes for new staff.
  3. Maintain a comprehensive, current and guest focused set of departmental standards and procedures and oversee their implementation.
  4. Ensure training needs analysis of your departmental staff is carried out and training programmes are designed and implemented to meet needs.
  5. Actively work at developing your staff and identify high potentials.
  6. Maintain training records for all direct reports and ensure they do the same for their staff.
  7. Conduct probation and formal performance appraisal in line with company guidelines.
  8. Coach, counsel and discipline staff, providing constructive feedback to enhance performance.
  9. Approve leave requests after considering peaks and troughs in the business.
  10. Regularly communicate with staff to maintain good relations.

**Conducting Training and briefing for Team numbers on daily basis.**



### **Customer Service**

- Demonstrate service attributes in accordance with industry expectations and company standards including:
  1. Being attentive to Guests.
  2. Accurately and promptly fulfilling guest's requests.
  3. Anticipate guest's needs.
  4. Maintain a high level of knowledge, which affects the Guest experience.
  5. Demonstrating a "service" attitude.
  6. Taking appropriate action to resolve guest complaints.
- Appreciate the dynamic nature of the Hotel Industry and extend these service attributes to all internal customers.

### **Financial Management (*where incumbent has staff responsibilities*)**

- On an ongoing basis, control and analyses departmental costs to ensure performance against budget; implementing corrective measures where necessary to produce positive business results.
- Effectively manage staffing costs by preparing efficient work schedules in line with legal requirements.
- Preparing annual departmental budget and submission.
- Monthly store ordering and bills submission.
- Conducting Linen and Fixed assets & Minibar inventories and submitting to Finance department.

### **Experience in other organizations:**

<b>SL. No</b>	<b>Organization</b>	<b>Duration</b>	<b>Position</b>
<b>1.</b>	Sheraton hotel Hyderabad (272 Keys)	March 2023 to March 2024	Housekeeping Manager
<b>2.</b>	Oakwood Residence kapil Hyderabad (152 service apartments)	June 2022 to Feb 2023	Executive Housekeeper
<b>3.</b>	Fairfield by Marriott Hyderabad (232 Keys)	Feb 2021 to May 2022	Executive Housekeeper
<b>4.</b>	Sayaji Hotel Rajkot (78 Keys)	July 2019 to Till Jan 2021	Executive Housekeeper
<b>5.</b>	Regenta Central Antraim (Royal Orchid Hotel Group) Ahmedabad (78 +45 Keys)	Oct 2017 to June 2019	Executive Housekeeper

6.	Lemon tree Hotel Vadodara (48 Keys)	Nov 2016 to Sept 2017	Assistant Executive Housekeeper (HOD)
7.	Crowne plaza Ahmadabad (200 K)	Jan 2015 to Aug 2016	Housekeeping Executive
8.	Novotel Ahmedabad (180 Keys)	Oct. 2014 Till Jan 2015.	Housekeeping Supervisor
9.	Accor Mercure Lavasa (130 Keys)	Jan. 2013 Till Sept 2014.	Housekeeping Supervisor
10.	The Taj Lake Palace Udaipur (76 keys)	Oct. 2012 to Jan 2013	Housekeeping Supervisor
11.	The Oberoi Amarvilas (102 Keys) Agra	Jan. 2010 to Till Sep. 2012	Housekeeping Assistant
12.	ITC Welcome Hotel Rama International Aurangabad	Oct. 2006 to Till March 2007	Trainee

### **Academic Records:**

High School Matriculation (X)		Passed out in June 2002	English, Hindi, Science, Math, History	Board of secondary Education, Andhra Pradesh
Intermediate		Passed out in 2002-2004	MPC	Board of Intermediate Education, Andhra Pradesh
3 Years Diploma in Hotel management	Indo American Hotel Management Academy	Passed out in 2004 - 2007	Catering and Since	Educational Institute of American Hotel and Lodging Association, USA

### **Technical Skills:**

Knowledge of Windows, MS Office, MS Outlook, PMS- Fidelio, OPERA, IDS ESCAPE

### **Permanent Add:**

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Vizianagaram (Dist.)  
Andhra Pradesh. India  
Mobile: +91-9099260748

### **Personal Profile: -**

Date of Birth : 26<sup>th</sup> July 1987  
Nationality : Indian  
Marital Status : Married  
Interests : Traveling & Watching TV, Playing Chess.

**Passport Details: Passport Number: P8707219**

**Date of Issue: 09/03/2017**

**Date of Expiry: 08/03/2027**

**Date: 18.11.2024**

**Anil Babu Dasari.**

