

## CURRICULUM – VITAE

### **Umakant Pradhan**

#### **Contact Address:**

AT-Flat No-202, centre point Resident  
Omaxe city -1, Bypass Road, Mayakhedi, Indore  
Madhya Pradesh, Pin No-452016,  
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#### **JOB OBJECTIVE**

- Seeking opportunities in the domain of **HOUSEKEEPING** with a growth oriented organization, as myself always being creative & innovative in approach with fullest of caliber, to showcase most sought after and highly coveted personality. **Having More than 11.5 Years of vast experience In 5\* Hotels Only .**

#### **AREA OF EXPERTISE**

- Housekeeping Management**

#### **PROFESSIONAL QUALIFICATION**

- Successfully Completed **Hotel Management from SIHM- Bolangir, Odisha**, which is a premier institute of **NCHMCT** under Govt. of India, in 2007.

#### **ACADEMIC QUALIFICATION**

- Passed B.A from Odisha Educational Council
- Passed 12th from Odisha Intermediate Educational Council
- Passed HSE from Odisha School Examination Board

#### **CAREER HISTORY**



**THE GRAND BHAGWATI**  
HOTELS • BANQUETS • CONVENTIONS • CLUB

***(TGB The Grand Bhagwati Palace Indore, (M.P) 5\* Deluxe with 115 key rooms & 76000+65000 sqft banqueting area)***

#### **Executive Housekeeper.**

**(From January 2018 to till date)**

##### **Job Responsibility:**

- Conducts quarterly HK audits in accordance with SOPs to ensure the room operations budget meets targets.
- Reviews results with the general manager and taking corrective action as necessary.
- Conducts walk through to confirm the building is well-maintained and guest areas have atmosphere that meets or exceeds expectations.
- Motivates team to achieve operational excellence; encouraging calculated risk-taking.
- Maintains the property as a safe and secure facility for guests and employees.
- Reviews guest satisfaction results and other data to identify areas of improvement; takes corrective action as appropriate.
- Assists in coordinating the development and communication of emergency procedures.
- Prepare Monthly/Annual Training Plan & Conduct class room training as well as on the job training.
- Take Care of Induction & Orientation Programmed for new recruits.

##### **PROFITABILITY/COST CONTROLS**

- Following hotel purchasing policies & meeting of budgeted room's division profit.
- Budgeted labor cost % achieved & budgeted room revenues achieved.

##### **ADMINISTRATION/PRODUCT QUALITY/SERVICE**

- Help prepare preliminary housekeeping expenses budget.
- Record keeping, filing & maintenance of housekeeping manual. Also Co-ordinate lost and found, minibar & log book.
- Prepare daily time's sheets & general cleaning maintained.

- Complete all monthly inventories on time & prepare purchase orders.
  - All guest supplies as per the hotel, rooms cleaned & maintained as per hotel standard.
  - All linen inspected for tears, fading etc. standard maintained.
  - Proper scheduling to house count & proper receiving and storage of products.
  - Sanitations standards maintained for all public areas, washrooms and exterior.
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### **Hotel Inder Residency First 5\* Hotel Of Ahmedabad (Gujrat)**

#### **Executive Housekeeper.**

**(From Nov 2015 to Jan 2018)**

##### **Job Responsibility:**

- Maintains profit margins without compromising guest or employee satisfaction.
- Reviews guest satisfaction results and other data to identify areas of improvement; takes correctives action as appropriate.
- Conducts quarterly HK audits in accordance with SOPs to ensure the room operations budget meets targets.
- Conducts walk through to confirm the building is well-maintained and guest areas have atmosphere that meets or exceeds expectations.
- Assists in coordinating the development and communication of emergency procedures.
- Celebrates successes and publicly recognizes the contributions of employees.
- Working with the general manager to ensure all shifts are covered by the appropriate management of supervisors.
- Take Care of Induction & Orientation Programmed for new recruits.

##### **ADMINISTRATION/PRODUCT QUALITY/SERVICE**

- Handling of housekeeping desk, guest complaints & exceed guest expectations.
  - Consistent control & check of room, public area cleanliness & maintenance.
  - All guest supplies as per the hotel, rooms cleaned & maintained as per hotel standard.
  - Complete all monthly inventories on time & prepare purchase orders.
  - Record keeping, filing & maintenance of housekeeping manual. Also Co-ordinate lost and found, minibar & log book.
  - Participation and attendance at daily department head meetings.
  - Prepare daily time's sheets & general cleaning maintained.
  - Completion of weekly room inspection with maintenance.
  - All linen inspected for tears, fading etc. standard maintained.
  - Ensure health & safety standards enforced. All equipment functioning efficiently.
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### **Hotel Valley View A 4\* Deluxe Property In the city of Udaipur (Rajasthan)**

#### **Executive Housekeeper**

**(From April 2014 to Nov 2015)**

##### **Job Responsibility:**

- Prepare daily worksheets for room attendants and public area cleaners as per Rota.
- Constantly check the computer system throughout the day for an update of room status.
- To take charge of the department in the absence of the executive housekeeper.
- Assists in authorizing and maintaining records of rosters.
- Check staffing levels on a weekly/daily basis to ensure the department is adequately staffed all times.
- Prepare purchase requisitions for stores etc.

- Inspecting guestrooms on daily basis to ensure excellent standards and to check furnishings and equipment and clean and in good repair.
- Assist in monitoring and controlling housekeeping procedures, including lost and found, key and control desk, security and emergency procedures, health and safety for employees and guest.
- Ensure that there are adequate supplies of linen. Guest supplies and cleaning equipment at all times. Check room attendant work sheets, ensuring correct allocation of rooms and ensure rooms are prioritized as required.
- Check all vacant and occupied rooms daily so as to ensure they are supplied and presented to the standards of the hotel. Also Report and log any rooms which on DND, sleep out, OOO, No luggage, scanty baggage.
- Check public area on a regular basis and inform public area attendant of any work to be done.
- Work in line with any other HK supervisors to ensure smooth running of the department and communicate with each other including team members to ensure a happy, well run department.
- Follow up & communicate any comments or complaints, Pass on to relevant HODs managers if unable to handle.



**THE GRAND BHAGWATI**  
HOTELS • BANQUETS • CONVENTIONS • CLUB

**TGB The Grand Bhagwati Surat GujRat 5\* Deluxe 170 key rooms & 125000 sqft Banqueting space**  
**Housekeeping Executive to Promote As Deputy Housekeeper)**  
 (From Sept 2010 to April 2014)

**Job Responsibility:**

- Reporting to housekeeping Manager Check all housekeeping correspondence, files and updating checklists, log book & documents.
- Check staffing, staff grooming & brief all attendants about daily activities.
- Planning for same day expected check in, check out, VIPs, in-house & walk in guests.
- Take proper handover from previous shift, check minibar bill, laundry bill & other miscellaneous.
- Managing large team and implementing process with proper training and effectiveness.
- Ensuring excellent services standards by providing high quality of comfort to guests with a sense of aesthetics and spirit of hospitality.
- Planning, forecasting and ensuring availability of required materials for proper execution of services to guest.
- Ensuring cleanliness, tidiness and proper upkeep of Front of the house and Back of the house with proper ornamentation.
- Report to senior about DND, sleep out, OOO, No luggage, scanty baggage rooms.
- Handling & maintaining all h/k related machines & equipment's.



**Le Meridian A Luxury Starwood Property in Ahmedabad Gujrat**  
**Housekeeping Senior Supervisor**  
 (June 2009 to Sept 2010)

**Job Responsibility:**

- Brief the attendants about daily function activity.
- Handling with Other Departments for smooth operation.
- Checking of vacant, departure & occupied rooms.
- Checking of pantry, corridor etc.
- Checking of trolleys, cleaning supply.
- OOS room checking, VIP room checking.
- Room maintenance, shampooing.
- Preparation of Monthly Duty Roaster
- Handling of Lost & Found & minibar.
- Preparing of Housekeeping purchase requisition.
- Both floor & public area updating checklists, files, log book & documents.
- Report to senior & log any major maintenance defects found in the rooms or public areas.



**Intercontinental Hotel Group (Hotel Holiday Inn A 5\* Hotel with 145 key of Room in the city of Taj Agra)**  
**Housekeeping Supervisor**  
(From Nov 2007 to June 2009)

**Job Responsibility:**

- Brief the attendants about daily function activity.
  - Handling with Other Departments for smooth operation.
  - Checking of vacant, departure & occupied rooms.
  - Checking of pantry, corridor etc.
  - Checking of trolleys, cleaning supply.
  - OOS room checking, VIP room checking.
  - Room maintenance, shampooing.
  - Preparation of Monthly Duty Roaster
  - Handling of Lost & Found & minibar.
  - Preparing of Housekeeping purchase requisition.
  - Both floor & public area updating checklists, files, log book & documents.
  - Report to senior & log any major maintenance defects found in the rooms or public areas.
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- Worked in all core departments to improve the skill as a Trainee.
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**ITC Noor –Us-Sabah Palace Bhopal A Luxury Heritage property**  
(From June 2007 to Nov 2007)

**Industrial Trainee**

**Job Responsibility:**

- Worked in Housekeeping & service departments to improve the skill as a Trainee.

**PERSONAL DETAILS**

- Date of birth - 21 st june 1986
- Nationality - Indian
- Religion - Hindu
- Language Known - Hindi, English & Odiya
- Gender - Male
- Marital status - Married
- Parents- (Father) - Mr. Hadibandhu Pradhan  
(Mother) - Ms. Anandini Pradhan

**DECLARATION**

- I hereby declare that the details mentioned in the Curriculum Vitae are correct as per my Knowledge.

**DATE:**

**PLACE: Madhya pradesh**

**Umakanta Pradhan**