

SOUMYA SAKLANI

Dehradun, India

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EDUCATION

TERTIARY EDUCATION

July, 2012 - July 2014	Le Cordon Bleu, Adelaide, South Australia Master of International Hospitality Management
July, 2008 - July, 2011	University of Delhi, India Bachelor of Arts (Psychology)

WORK EXPERIENCE

May 2014- October 2015	Novotel Sydney Manly Pacific Sydney, Australia
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Position: Assistant Housekeeping Manager

Demonstrated Skills

- Assist in the recruitment process and schedule interviews, training, development, empowerment of the team and performance management
- Conduct performance, salary reviews and progressive discipline
- Supervise the employee time card and keep the payroll under control
- Assist with budgeting, forecasting and financial planning
- Manage operating expenses to minimise costs while still maintaining excellent guest services
- Delegate assignments and supervise all staff
- Close liaison with other hotel departments including HR, Front Office, Engineering, Food & Beverage
- Attend the morning HOD's brief meeting daily with the GM
- Make the weekly roster according to forecast
- Train the team for the safe handling of all housekeeping chemicals and equipment
- Respond to and follow through on guest requests, concerns and problems to the guest's satisfaction
- Monitor and perform inventories weekly / monthly. Conduct weekly ordering of guest amenities conduct monthly stock take of linen. Ensure enough guest supply, linen supply and uniform
- Attend weekly meetings to action any guest complaints and discuss strategies to prevent future ones
- Attend WHS meetings to ensure a safe working environment
- Follow up on lost property enquiries and organise postage

December 2013 – May 2014	Pullman Reef Hotel Casino Cairns, Australia
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Position: Self checker

Demonstrated Skills

- A self-checker
- Clean and inspect guest rooms as allocated to the required standards
- Report any lost property following correct procedure
- Ensure the security of keys and guest rooms at all time

November 2012 -
November 2013

Mercure Grosvenor Hotel
Adelaide, Australia

Position: Casual Housekeeping Supervisor

Demonstrated Skills

- Allocating daily cleaning duties to the staff
- Inspecting rooms to ensure standards have been met
- Recording any faults or damages and reporting it to the maintenance department
- Releasing rooms to the front office
- Report any lost property following correct procedures
- Train new team members for the correct use of equipment, reporting any defective equipment as set down in procedures manual
- Ensure the security of keys and guest rooms at all time by adherence to security procedures
- Understand the correct usage and storage of cleaning agents in line with health and regulations

PERSONAL ACHIEVEMENTS

- Certificate of participation on Managing your Workplace Safety
- Certificate of participation on Accor Xcelerator Program.
- Certified Indian Classical singer (Sangeet Prayag Samiti, Allahabad)
- Certified relationship counsellor (Men are from Mars and Women are from Venus)
- Certificate of participation on Personality Disorders conducted by VIMHANS, Delhi
- Certificate of participation on Gaming and Simulation conducted by the college, Delhi
- Part of the Women Development Cell in college, Delhi