**TAPAN KUMAR SAHU**



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**Assistant Executive Housekeeper**

**Over 14.1 years of accomplishments in:**

Defining and implementing **Hotel Operations and Management** consistent with business strategy and challenges.

Driving improvement in **Housekeeping Operations** and organizational growth in dynamic, highly competitive environments

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| --- | --- |
| **SKILLS SET** | **PROFILE SUMMARY** |
| **Housekeeping Operations**  **Customer Relationship Management**  **Training & Development**  **Hotel Operations and Management**  **Reporting & Documentation**  **Quality Assurance**  **Counselling**  **Inspection**  **Staff Management** | * A competent professional with extensive years of experience in **Housekeeping Operations, Team Management, Liaison & Coordination and Customer Service.** * Demonstrated abilities in keeping records and implementing housekeeping systems and procedures. * Well equipped with Fidelio, IDS , Wishnet & Opera Property Management System and other office automation like M .S Office, etc. * Pioneering efforts in maintaining cleanliness task such as carpet shampooing, spring cleaning & supervising all cleanliness activities. * Pivotal contribution in maintaining and preparing monthly linen inventory report & ensure budget is controlled. * Adept in verifying and supplying inventories & equipments to ensure that proper quantities are available within the laundry complex. * Hands-on exposure in delivering and conducting training sessions for asst. managers, supervisors and rank & file staff. * Strategically assertive with sound expertise in handling departmental financial reports. * Proficient and focused in maintaining the rooms division. * Skilled in liaising with other teams and departments to ensure a consistent and holistic service is provided to residents. * Holds the merit in ensuring health and safety requirements are met in all areas including staff, residents and general house conditions. * Hands on experience in managing of staff to guarantee consistent quality service provision. * An effective communicator with good analytical, leadership, interpersonal, planning and problem solving skills |

**CORE COMPETENCIES**

* Managing and supporting team members.
* Maintaining a unionized environment; supporting to create a safe & healthy environment.
* Experienced in identifying different fabrics, upholstery etc.
* Overall operations of 100 room key hotel.
* Conducting public area inspections as well as room inspections to evaluate the physical condition of the hotel and recommend any repairs, painting and furnishing upgrades necessary.
* Accountable for preparing assignment sheets for the room attendants and determine duties for remaining staff.
* Ensuring cleanliness of the guest rooms & public areas.
* Identifying the needs and organizing training to room attendants to the standards of performance (SOP) to maintain the desired level of performance and leading quality assurance standards.
* Motivating and supporting the team in becoming effective learners by developing their learning to help them.
* Consistently striving for maintaining or exceeding standards of cleanliness & a consistently positive guest experience as documented.
* Successfully establishing high standards of personal appearance and grooming, which include wearing the proper uniform and nametag when working.

**WORK EXPERIENCE**

**Seven Seas Hotel- New Delhi as Assistant Executive Housekeeper**

**Jul’17- Till Date**

**Key Responsibilities:**

* Radically improved customer service ratings through continuous improvement plans.
* Managed a team of 100 members and formulating departmental business plans
* Accountable to achieve the target gross operating profit every year.
* Improved the room product by constant innovations and development.
* Prepared departmental training plans and managing cross-functional initiative to promote multi-skill team members.
* Facilitated the process of training and mentoring staff to ensure smooth adoption of new standards.
* Steered effort in reducing employee turnover through team building program.
* Defined and maintained cost per room night for operational supplies.
* Supervised disciplinary actions and terminations
* Report directly to EHK and Owner.

**Country Inn & Suites By Radisson – Gurgaon (Sohna Road) as Executive Housekeeper**

**Jun’16- Jun’17**

**Key Responsibilities:**

* Strategically performed the responsibility of:
* Setting up and reorganised the department.
* Finalizing the contracts for various activities specially outsourced workers.
* Interviewing and recruiting the team.
* Formulating the snag list of all guest rooms and public areas.
* Responsible for smooth operation of the departmental SOP’s, policies and procedures.
* Managed and controlled departmental bill of quantities.
* Handle front office for a period of six month.
* Dealing with the Gym, Swimming pool and spa.
* Gained successful scores in mystery audits.

**Tivoli Garden Hotel & Resort – New Delhi as Executive Housekeeper**

**Apri’14-May’16**

**Key Responsibilities:**

* Administered the overall activity of housekeeping operation of 4 hotels
* Assisted and managed the staffing of overall 160 team members
* Strategically standardized the operating procedure in all four hotels.
* Assists in public area inspections. Landscape and deco and interior design of the property.
* Provide job descriptions for each associate and keep them updated.
* Assists in administrative areas of scheduling, payroll to be sending to HRM, purchasing, inventory, associates evaluation, and budget procedures.

**Country Inn & Suites By Radisson (Pre-opening)-Kandla, Gujarat as Executive Housekeeper**

**Aug’2012 – Mar’14**

**Key Responsibilities:**

* Managed, supervised and setting up the department at a pre-opening stage.
* Housekeeping operation of 100 room keys.
* 50 team members.
* Preparing business plans of the department.
* laundry operation with the turnover of 3000 kgs of wash load on daily basis
* handling the uniforms for 300 team members
* Successfully achieved 94% score in mystery audits.
* Liaised with contractors for outsourced jobs and oversaw the soft refurbishment of 100 guest rooms.
* Create a co relation with the corporate team for all purchase and renovation.
* Dealing with the Project management team for on time work completion.
* Daily report to General Manager and Owner about the work developments.
* Be a part of the team for the interior design of the hotel.

**The Seasons Hotel (Rebrand as Lemon tree) - Tarudhan, Gurgaon as Housekeeping Manager (joined as Assistant Manager and promoted as department head)**

**Nov’2008-Jul’2012**

**Key Responsibilities:**

* Supervised the gamut of activities with respect to the operation of 84 guest rooms and villas.
* Successfully managed the preventive maintenance program for the guest rooms.
* Managed the departmental GOP by introducing the cost saving techniques.
* Promote Staff Satisfaction by fostering a good working relationship within the department.
* Perform counseling to subordinates and facilitate regular training to all Housekeeping Staff to provide consistent service standards.
* Keeps close liaison with other departments for job requirements:
* Front Office: to ascertain in anticipating daily guest arrivals and departures
* Engineering: to arrange rooms for maintenance, repair, refurnishing and renovation
* Personnel: to conduct labor market survey, staff recruitment, transfer and promotion
* F&B: to arrange furniture refurnishing, cleaning and pest control
* Reservation: to co-ordinate in guest arrivals, departures, and parcel and newspaper distribution
* Security: to co-ordinate in tightening up security control
* Purchasing: to collect market price comparison and test new products.

**PREVIOUS EXPERIENCE**

**Taj Palace -New Delhi as Housekeeping Supervisor Oct’2007- Nov’2008**

**Suryansh group of hotel & resort -Bhubaneswar as Hk Supervisor & Room Attendant Aug’2004-Nov’2006**

**ACHIEVEMENTS**

* Successfully promoted to Housekeeping Manager position after 1 years with the hotel(Seasons Hotel)
* Awarded thrice as best manager of the year(2015 with Tivoli and 2018 & 2019 with Seven Seas Hotel)
* Successfully managed the housekeeping department during the audit for 5 star classifications and honoured as Five Star hotel.
* Played key role in reducing operating costs by 20% without sacrificing the quality of service for guests.

**PROFESSIONAL TRAINNING**

* Industrial Training (20 weeks)**(May 2007 – Aug 2007**)  **Taj Residency**, Vishakhapatnam, Andhra Pradesh.
* Industrial Exposure (4 weeks)**(Dec 2006 – Jan 2007)** **May Fair Lagoon**, Bhubaneswar, Orissa.

**EDUCATION**

* Pursuing MBA in HR from Sikkim Manipal University (Distance)
* Diploma in Hotel Management- IHM. Bhubaneswar, India
* Bachelor in Arts(Political Science Hons.)- Govt. Autonomous College ,Kalahandi, Orissa, India

**PERSONAL DETAILS**

Father’s name : Mr. Ganesh Chandra Sahu

Date of birth : 15th June 1984

Nationality : Indian

Marital status : Married

Language : English/Hindi/Oriya

**DECLARATION**

I affirm that the information furnished in this resume is true and correct to the best of my knowledge.

**Date………………. Tapan Kumar Sahu**