Date: 08 February 2021

Subject: Application for the position of Director of Housekeeping.

Dear Madame/Sir

Please find attached my current Curriculum Vitae for the position of Director of Housekeeping in your esteemed organization.

I would like to express my sincere intention in joining the group of privileged work force in your organization and continue to develop further in Management positions.

I have been a part of three successful pre-opening of properties, such as Grosvenor House Dubai, Anantara Desert Islands Abu Dhabi & Ramada Jumeirah Hotel Dubai and also in refurbishment of Jebel Ali Golf Resort& Spa& Khiran Resort Kuwait.

I am currently engaged in Education & Technical training of Hotel management students, where the graduates are capable of performing the job which they are intended to do. A unique School with specially created curriculum for the luxury Hotel segment in mind, where attitude and service delivery has the priority.

I am result oriented leader who believe in empowerment, development &succession plan to be tomorrow’s leaders who can serve customers beyond expectation and create positive guest experience. I have managed diverse teams and was in-charge of multiple departments simultaneously.

Attached is my latest resume for your perusal. I would highly appreciate giving me the opportunity to clarify further in person if needed.

Awaiting for your affirmative response.

Sincerely

Binu Bharathan

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**BINU. N.BHARATHAN**



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| OBJECTIVE  To pursue a challenging career in customer service support by being associated with a prestigious and esteemed organization in order to ensure and develop my skills enhancing expansion of the organization and to give the best of my efforts in every aspect. |
| **EDUCATIONAL QUALIFICATION.**   1. Pursuing Masters degree in Public Relations from Kerala University as of2018 2. Tourism & Hospitality Diploma from American Hotel & Motel Association-2001. 3. Graduate in Hotel Management & Catering Technology (AICTE) New Delhi from ASAN Memorial Institute of Hotel Management Chennai(1993-1996) 4. Bachelors Degree in Physics, Chemistry &Math’s from Mahatma Gandhi University (1991-1993)  |  | | --- | | TRAINING PROFILE  1. Basic First Aid from British Council of the Emergency First Aider Technician 2. ISO auditor 9000:2000 series from INCON 3. Departmental Trainer From Jebel Ali Golf Resort & Spa (Dubai) 4. Impact Training Champion from Storm Training & Development 5. I.E.T in TAJ Malabar Cochin – May 1994 – Sept 1994 6. Cross Trained as Sales Agent in Revenue & Reservation Dept in Jebel Ali Hotel 7. Cross trained in Front office dept. & Resort Relations dept.  OTHER TRAINING  1. Team building& Drive the Vision 2. Fire fighting& Bomb threats Management. 3. Fundamentals of Management. 4. Crisis management& Stress Management 5. Performance Management process. 6. Key Performance indicators. 7. Finance workshops&“You as a leader” from Emirates Academy Dubai. | | **1.ASHOT EDUCATION ( Hotel School , Kerala ,India** )  Designation :Director for ASHOT , Kerala, India   |  |  | | --- | --- | | From October2016 | Till date |   Property website :www.ashotgroup.com  Courses Conducted: Housekeeping, Front Office, F&B (Service & Production) Emergency & Fire evacuation, use of Fire extinguishers.  An innovative concept where the students are coached and trained with real life scenarios happening in Hotels ,testing there mental ability to handle situation , practicality , guest simulations , safety & security plus Standard Operating Procedures in every Discipline  **We Teach Outside the Text Books**  In the first year of operation in 2016 passed out and certified 90 students and were absorbed in reputed luxury brands in GCC as well as Indian subcontinent.  **Duties & Responsibilities**   1. Controlling the Administrations & Operations of the Hotel School 2. Preparing Special Curriculum and implementing it. 3. Visiting of Five star properties and updating new developments in the Curriculum 4. Controlling the P&L of the school every month 5. Holding Board meetings monthly to evaluate progress 6. Preparation of tailor made training materials. 7. Conducting Job Oriented counseling sessions in various higher secondary schools and colleges about tourism and hotel Management 8. Setting KPI for the Instructors 9. Framing Strategies to capture fair market share . 10. Updating of SWOT analysis every month and making action plans 11. Liaising with licensing authorities for the school and doing site visit along with them during the classification renewal audits. 12. Preparing Director Reports for the Institute 13. Responsible to achieve GOP every month as budgeted by the management. 14. Checking on the Cash flow of the Institute periodically. 15. Dealing with Chartered Accountants with the audit of the school financial aspects 16. Verifying the assets of the Institute every year and incorporating it with the Director report to be submitted to the owner 17. Identifying new FF&E to be purchased for the enhancement of the school standards and to be updated with the industry operations |   **2.Ramada Jumeirah by Wyndham hotels**   |  |  | | --- | --- | | Feb 2011-October 2016 | ( Pre –Opening team member ) |   Property website : [www.ramadajumeirah.com](http://www.ramadajumeirah.com)  Room inventory of 252 rooms  F&B outlets -5  Star Classification : Five Star  The modern business hotel situated at Jumeira-1, property comprising of spa ,health club , a rooftop pool &bar, specialty restaurant , All day dining , dedicated bar, night club ,there are five meeting rooms and business center .  **Designation : Executive -Housekeeper** |
| * Oversee and manage the entire Housekeeping and laundry department. * Set and review standards for the department, Effective training techniques followed. * Ensure Health and Safety Requirements are adhered to. * Recruiting of all associates for Housekeeping& Laundry Department. * Monitoring and executing the critical path during the pre-opening period. * Training and disciplining associates. * Control payroll and business expenses as per financial targets of the company. * Dealing with contractors and suppliers and constantly keep a track of new products in the market. * Prepare a complete summary of housekeeping and laundry areas to monitor all variances and shortfalls to budget. * To keep a positive and motivated work environment with empowerment, to create a multi skilled taskforce within the department. * Project was successfully launched into the market as per dateline (15 August, 2011). * Liaising with the group central purchasing department to give all the required specifications for guest rooms and all public areas of the hotel. * Submitting all the additional OPE requirements to the owner representative as per the corporate brand standards. * Snagging the entire property with Chief Engineer before taking over the property and to do a deficiency check. * Checking all the FF& E for the inventory count and check the product quality as per Mock Up room standards. * Checking all the linen as per corporate specifications and brand standards. * Ordering & Completion of uniforms for all departments and sub departments of the hotel. * Preparation of Capital and operational budget’s for the department. * To maximize the gross contribution from a departmental point of view. * Dealing with all summer maintenance schedules. * Succession plan for all positions in the department. * Actively working on creating a multi task force within the department * Framing a succession plan for all associates * Preparing Capex and making ROI to support the requirement of the same.   **3.Desert Islands Resort & Spa by Anantara**   |  |  | | --- | --- | | Jan 2008 –Feb 2011 | Pre -opening team member ) |   Property Web site –www.sir-baniyasisland.anantara.com  Room Inventory -125(58 rooms &67 villas)  Food& Beverage outlets -5  Star Classification : Five Star Luxury Resort Hotel  A flagship property under the ownership of TDIC situated in Sir Baniyas Island with four Food and Beverage outlets, property spread in 87 square kilometers with a Dive center, Conference center & Stables.  **Designation : Executive -Housekeeper**   * Oversee and manage the entire Housekeeping and laundry department. * Set and review standards for the department, Effective training of all team. * Ensure Health and Safety Requirements are adhered to. * Recruiting of all associates. * Monitoring and executing the critical path during the pre-opening period. * Training and disciplining associates. * Control payroll and business expenses as per financial targets of the company. * Dealing with contractors and suppliers and constantly keep a track of new products in the market. * Prepare a complete summary of housekeeping and laundry areas to monitor all variances and shortfalls to budget. * To keep a positive and motivated work environment with empowerment, to create a multi skilled taskforce within the department. * Project was successfully launched into the market as per dateline (Oct 2008) * Liaising with the procurement company to give all the required specifications for guest rooms and all public areas of the hotel. * Submitting all the additional OPE requirements to the owner representative as per the corporate brand standards. * Snagging the entire property with Chief Engineer and Project Manager before taking over the property and to do a deficiency check. * Checking all the FF&E for the inventory count and check the product quality as per Mock Up room standards. * Checking all the linen as per corporate specifications and brand standards. * Closely dealt with the interior designers with constructive suggestions. * Working with fashion designers and completion of uniforms for all departments and sub departments of the hotel. * Actively involved with Project Manager & Chief Engineer to finalize the layout and equipment requirement for the laundry operation. * Preparation of Capital and operational budget’s for the department. * To maximize the gross contribution from a departmental point of view. * Dealing with all summer maintenance schedules. * Succession plan for the department. * Actively working on creating a multi task force within the department * Framing a succession plan for all associates. * Actively liaised in the mock-up room set-up for Anantara Qasar Al Sarab and was in- charge till the Executive Housekeeper was on board for the property.   **4.GROSVENOR HOUSE (Luxury collection by Starwood )Dubai**   |  |  | | --- | --- | | May 2005 –December 2008 | Pre-opening team member) |   Room Inventory -749(Hotel & Serviced Apartments)  Food& Beverage outlets-16  Star Classification : Five Star Luxury Collection  Property Web site -www.grosvenorhouse-dubai.com/serviced-apartments.  Luxury collection of Starwood hotels and resorts in the middle east  **Designation : Assistant Executive -Housekeeper**   1. Recruiting new associates 2. Training and assessment of new associates along with the departmental trainer. 3. Quality & service delivery on operation. 4. Implementation of the Hotel wide cost and efficiency monitoring system. 5. Receiving quotations in liaison with the purchasing department. 6. Frequently test new products and materials to find better ways to do the job 7. Guest interaction and feedback procedure to improve with the gap analysis. 8. Working closely with Front office and Engineering departments to ensure a seamless experience for our customers. 9. Recruiting and disciplining associates. 10. Preparing of work schedules for more than 150 associates. 11. Scheduling yearly vacation plans. 12. Linen inventory( conducting and documentation for the shortfalls) 13. Performance appraisals. 14. Actively assisted the Executive Housekeeper for preparation of operational &capital budgets.   Setting up the entire property (Hotels& Apartments during the pre-opening) |
| **4.KHIRAN RESORT by TEC KUWAIT**   |  |  | | --- | --- | | Oct 2003- May 2005 | Refurbishment Team Member |   Room Inventory -265 Villas  Food& Beverage outlets-4  **Designation : Assistant Executive –Housekeeper( Department Head )**   1. Recruiting new associates 2. Attending All Department represented meetings with GM & other Department Heads 3. Training and assessment of new associates along with the departmental trainer. 4. Quality & service delivery on operation. 5. Implementation of the Hotel wide cost and efficiency monitoring system. 6. Receiving quotations in liaison with the purchasing department. 7. Frequently test new products and materials to find better ways to do the job 8. Guest interaction and feedback procedure to improve with the gap analysis. 9. Working closely with Front office and Engineering departments to ensure a seamless experience for our customers. 10. Recruiting and disciplining associates. 11. Preparing of work schedules for more than 150 associates( FTE plus Contract Staff ) 12. Scheduling yearly vacation plans. 13. Linen inventory( conducting and documentation for the shortfalls) 14. Performance appraisals. 15. Successfully refurbished 265 Villas during the tenure of Service. |
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| |  |  | | --- | --- | | **5.JEBEL ALI GOLF RESORT & SPA, Dubai( Refurbishment Main Building )** | | | Feb 98 – Sept 2003 | Refurbishment Team Member |   Room Inventory -406  Food& Beverage Outlets -13  Star Classification : Five Star Luxury Golf Resort  Property Web site -www.jebelali-.com international  **Designation : Senior -Housekeeper**   1. Guest interaction and feedback procedure. 2. Recruiting and disciplining associates. 3. Performance appraisal for supervisors and room attendants. 4. Assisting Executive Housekeeper in preparing of Operational budgets. 5. Monitoring the departmental operating cost& controlling the same. 6. Has been involved in the opening of Palm tree court   was the hotel’s extension. 7. Had been involved in the refurbishment and renovation of the main building in year 2000. 8. From a Housekeeping perspective organizing for Outdoor catering events such as Dubai Desert Classic Dubai world cup, Desert safaris and Sheikh Boat trips. 9. Was responsible for all the cleanliness of the VIP boats docked at the marina. 10. Was actively involved for partial refurbishment of the property (261 rooms) in year 2000, actively assisted the Executive –Housekeeper to re-open the property.   **6.The ITC Bangalore India**   |  | | --- | | July 1996 – February 1998 |   Room Inventory-130  Food & Beverage Outlets -04  Property Web site –www.manipalhotels.com  A business class Luxury Hotel  **Designation : Housekeeping- Supervisor**   1. Checking guest rooms and public areas 2. Conducting linen inventories 3. Training Room Attendants 4. Preparation of Duty rosters for the reporting staff. 5. Liaising with front office and maintenance departments. 6. Performed as a Housekeeping evening –in -charge for the property. 7. Monitoring Pest control schedules. |
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| **7.Vivanta by Taj Cochin India**   |  | | --- | | May 1994 – September 1994 |   Room Inventory-105  Food & Beverage Outlets -04  Star Classification : Five Star Deluxe  **Designation : Industrial Exposure Trainee**  Had undergone a six month training in all the main departments and sub departments of the property as a Hotel Operational Trainee   * Housekeeping /Laundry * Front –Office /Reservations /Telephones * Food & Beverage ( Production ) /Stewarding * Food& Beverage ( Service )  |  | | --- | | **STRENGTH**   1. Determination, dedication & Flexibility. 2. Self-motivation& Leadership Qualities. 3. Proficiency in written and oral communication. 4. Efficiency in handling a variety of tasks simultaneously. 5. Willingness to learn – flexible & adaptive. 6. Good customer handling skills. 7. Knowledge of computers. 8. Ability to handle pressure. | | SPECIAL ACHIEVEMENT  1. Nominee for Grammy( Manager of the Year–2006 )at Grosvenor House by Starwood Hotels & Resorts Dubai 2. Qualified Train The Trainer 3. Certified Internal ISO Auditor 4. Trained in Uniform system of accounting ( Tenth revised edition ) 5. Basic Fire Fighter | |  | |  | |