

**Vinay Prasad**

Birsa Chowk Hawai Nagar road no 13 ,Ranchi ,Jharkhand,India

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**Summary**

Executive housekeeper with over 10 yrs of experience providing through and skillful leadership where I can utilize my skills and experience to the maximum benefit of the organization.

**Experience**

**November 2018 to Till Date**

**Howard johnson by WYNDHAM, KOLKATA –INDIA(19 Nomember 2018 till date )**

**Executive housekeeper**

**December 2016 to 25 october 2018**

**Habitat hotels Jeddah,Saudi Arabia**

**Executive housekeeper**

* Monitor, control and inspect the daily housekeeping operations
* Coordinating with engineering department for preventive maintenance of rooms.
* Taking care of AMC for horticultural , floor polishing and high rise glass cleaning
* Control the housekeeping supplies expenses and develop the shift schedule according to the requirements of the operations and the capacity of the manpower, in order to manage effectively.
* Ensure that all guest requests/complaints are handled promptly and professionally at all times with the highest degree of guest satisfaction.
* Coordinates with the Engineering and Food & Beverage Team in order to support them in the delivery of their tasks by performing all the required cleaning and housekeeping of the required area, e.g. rooms, F&B outlets, public areas, etc.
* Monitors that all guest rooms and pubic areas are equipped with the predefined supplies at all time, ensuring compliance with the standards and protocols of the hotel.
* Conduct regular housekeeping meetings to keep colleagues informed of policies and procedure, special events, further improvement plans
* Oversee and assists in all administrative aspects of the department ensuring that necessary clear and concise operation records are maintained.
* Ensure that housekeeping staff members are properly groomed, clean uniforms with their badges at all time and following the hygiene standards.
* Closely working with Other departments heads as an Energy Conservation Team in order to conserve Power and Water.
* Coordinating periodical audits in line with Front Office and Maintenance Departments.
* Motivate subordinates and contribute to the identification of opportunities for participating in change initiatives.
* Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.

**April 2015 to November 2016**

**Movenpick west bay Doha,Qatar**

**Housekeeping senior supervisor**

* Provide supervision and direction to housekeeping colleagues.
* Monitor Housekeeping Colleagues to ensure guests receive prompt and courteous service.
* Inform other operating departments regarding Housekeeping matters, which concern them, notably Front Office to ensure accurate room status, in addition to communicating with Engineering, Laundry and Room Service.
* Identify training needs, develop formal training plans and implement training sessions.
* Schedule routine inspections by the Housekeeping Managers and other supervisors of all housekeeping areas including occupied and non-occupied rooms.
* Inspect guest rooms and all Housekeeping areas on a regular basis.
* Make recommendations to the Management, plan and assist with capital investment for all areas.
* Maintain appropriate standards of dress, hygiene, uniforms, appearance, posture, and conduct of departmental colleagues.
* Ensure Housekeeping colleagues are familiar with in house facilities for the purpose of assisting guests.
* Control all departmental costs including labor, guest room supplies and cleaning supplies, yet ensure guest services are of high standard.
* Prepare the yearly Housekeeping Departmental budget, monitor, and control inventories for operating equipment, linen and uniforms; to ensure par stocks are maintained and costs are controlled.
* Provide creative set-up of guest amenities/supplies, flower arrangement to develop and enhance the image and reputation of the hotel.
* Ensure the proper handling of lost and found to Security.
* Perform any other duties that management may reasonably require.

**August 2013 to January 2015**

**Al bustan center and residence Dubai, UAE**

**Housekeeping supervisor**

**Febuary 2012 to July 2013**

**The pride Kolkatta , WEST BENGAL**

**Housekeeping supervisor**

* Check Public Areas / Floors to ensure furnishing, facilities and equipment are clean and in good repair, well maintained and replaced / refurnished as required
* If assigned on Floors, check rooms and particularly those assigned to V.I.P., V.V.I.P and known repeated guests receive special attention to ensure they meet the hotel standards.
* When needed, assist the Assistant Executive Housekeepers in the recruitment, management of performance, identification of training need, development of training plan and implementation of training.
* Conduct monthly training sessions with existing employees in order to meet the identified training needs.
* Control usage of all amenities and cleaning supplies to ensure compliance to budget
* Assist the Assistant Executive Housekeepers in monitoring of housekeeping procedures including Lost and Found, Key Control, Security and Emergency procedures, and Health and Safety for employee and guest.

**December 2010 to December 2011**

**Radisson BLU,RANCHI,INDIA, JHARKHAND**

**order Taker /Desk Attendant**

Reporting to the Executive Housekeeper, responsibilities include but are not limited to:

* Consistently offer professional, friendly and engaging service
* Coordinate administrative support to all areas of the Housekeeping department
* Work closely with all departments within the Rooms Division, communicating regular updates and changes
* Oversee the daily operation of the Housekeeping office
* Maintain all employee records within the Housekeeping department
* Maintain the security of all room keys and locks
* Ensure all guest requests are actioned in a timely manner
* Ensure housekeeping guest amenities and supplies are well stocked
* Comply with all department policies, procedures, and service standards
* Follow and proactively promote all health and safety policies and initiatives
* Other reasonable duties as assigned

**January 2010 to December 2010**

**Le Royal Meridian Chennai, India Chennai , Tamil Nadu**

**Guest Service Associate**

• To remove all rubbish in waste bins and ashtrays.  
• To strip and make up beds, extra beds and cots with fresh linen.  
• To dust each piece of furniture inside and outside, including lampshades in all rooms.  
• To vacuum carpets.  
• To clean by washing and drying all areas of the bathroom.  
• To replace used towelling.  
• To replace all guest supplies and amenities - where necessary.

**Education and Training**

* 2010 DSMS Group of Institution Durgapur, WB

Bachelor in hotel management Bachelor in hotel management

session 2006-2010 (specialization in housekeeping)

* 2006 D.A.V shyamali Ranchi, jharkhand

Higher Secondary School(Commerce) commerce

* 2004 D.A.V shyamali Ranchi Ranchi , jharkhand

Secondary School Secondary School

* 2007 Club Mahindra ,munnar munnar, kerala

industrial training

Training  done in housekeeping and F&B service

**Certifications**

Basic knowledge of computer(MS office) and pms such as opera , IDS and protel

Lobster ink certification course in Housekeeping ,basic of front office and Maintenance

**Personal Information**

DOB : 15March 1987

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Ranchi(Jharkhand, India) pin no 834003

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Passport detail:

Passport no :    S9751364

Issued date : 24/09/2018

Expire date : 23/09/2028

Languages : Hindi and English

Interest : Watch movies and Listening to music

**References**

Mathew Varghese (Executive Housekeeper)

Mövenpick Hotel Doha, Corniche Road Doha,

Mobile no. +974 33637567. mathew.varghese@movenpick.com

Mr.Ravinder singh

General Manager

(Justa Resort Rajasthan)

Mobile no: +919934300840

Email:ravvvi@yahoo.com

Date: Signature